

Activity Description Card/Hourly Car Rental

Legislation	Executive Council Resolution No. 13/2018 regarding the amendment of some provisions of Resolution No. 49/2016 regarding regulating the activity of renting vehicles by hours in the Emirate of Dubai, and its implementing regulations.		
Activity Name	Hourly Car Rental	Activity Code	RTA: 990075 Department of Economy: 711118
Activity Description	Renting a vehicle for a period not exceeding the number of hours per day specified by RTA, for movement within the Emirate against a specific tariff.		
Agency Concerned with Organizing the Activity	Public Transport Agency	Permit-Issuing Dep't	Planning and Business Development Dep't
Entities to be visited before obtaining a permit	First: Department of Economy and Tourism in Dubai Second: Public Transport Agency (Planning and Business Development Dep't) Third: Licensing Agency (Commercial Transport Activities Dep't)		
Entities to be visited after obtaining a permit	Department of Economy and Tourism in Dubai		
Fees	<ol style="list-style-type: none"> 1. Issuing/renewing a permit: AED 2000 2. Amending permit information: AED 1000. 3. Cancellation of the permit upon the request of the establishment: AED 1000. 4. Issuing a vehicle operating license: AED 150 for each vehicle. 5. Canceling a vehicle operating license: AED 100 for each vehicle. 6. Issuing a replacement for a lost permit: AED 100. 		
Procedures of Issuing the Permit	<p>A- Before submitting an application for obtaining a permit, it is required to apply to the Supplier Qualification System of the Roads and Transport Authority, in order for the company to be qualified to enter the auction.</p> <p>B- The application for obtaining the permit shall be submitted to the Public Transport Agency, Planning and Business Development Department, according to the form prepared by the Agency for this purpose, accompanied by the following documents:</p> <ol style="list-style-type: none"> 1. Initial approval from the Department of Economic Development in the Emirate, provided that such approval includes the trade name that has been reserved. 2. A copy of the valid passport of the applicant. 3. A copy of the partner's valid residency in the United Arab Emirates, for non-nationals. 4. A copy of the owner's valid Emirates ID card. 5. A no-objection letter from the sponsor for non-nationals. 6. Economic feasibility study for carrying out the activity. 7. Pay the prescribed fees in this regard. 8. The duration of the permit shall be one year, renewable for similar periods under the same conditions and procedures approved for its issuance, provided that the 		

application for renewal is submitted to the Agency within thirty days of its expiry date.

Responsibilities of the Entity

1. The conditions of the permit and the concession contract concluded with it by the concerned agency shall be adhered to.
2. Provide suitable offices and a minimum number of vehicles (50 vehicles), and allocate special parking spaces for the establishment commensurate with the nature of the activity. Pay public parking fees if these parking spaces are used.
3. Not to add any vehicle that exceeds the above-mentioned minimum except after obtaining the Agency's approval in this regard, and enter the public auction offered by RTA regarding the license plates of the vehicles that it decides to operate to carry out the activity in the Emirate.
4. Replace the vehicle prepared for carrying out the activity if its operational lifespan is (4) years.
5. Provide indicative and introductory guides inside the vehicle on how to use the vehicle, conditions and other information
6. Use the vehicle in the activity specified in the permit
7. Refrain from pasting or carrying any promotional material on the body of the vehicle before obtaining prior written approval from the RTA.
8. Provide vehicle licensing and annual insurance, in accordance with the legislation in force in this regard.
9. Cooperate with RTA's employees and the concerned government agencies, and provide them with the information, data and documents requested thereby
10. Not to rent the vehicle to anyone who does not hold a driving license recognized by RTA
11. Create records and documents related to the movement of vehicles and their locations, prepare data and statistics that are determined or requested by the Agency, and keep them for the period specified thereby.
12. Commit to the tariff set by RTA for renting a vehicle.
13. Create and maintain regular vehicle maintenance records, whether in paper or electronic form
14. Subscribe and register on the system, and link its electronic system to the platform in accordance with the mechanism approved by RTA and the concerned authorities in this regard.
15. Refrain from renting the vehicle to anyone other than the users registered on the system.
16. Refrain from assigning the permit to third parties or amending it without obtaining the approval of the Agency
17. Refrain from stopping the activity without obtaining the approval of the Agency
18. Refrain from renting the vehicle for more than 24 consecutive hours to the same user
19. Install the GPS tracking system in the vehicle.
20. Any other obligations determined by RTA according to the decisions issued in this regard
21. Commit to include the data and information of trips on the information system of electronic car rental offices during the specified period from the time of booking the vehicle.
22. Replace the vehicle prepared for this activity after four years of operation in the activity.
23. Provide a call center 24/7 to serve users and employees to answer their inquiries.

	<p>24. Write the name of the establishment on the vehicle and the number of passengers authorized to be transported clearly and legibly on the vehicle's exterior.</p> <p>25. Use the parking spaces approved by RTA and concerned bodies when practicing the activity.</p> <p>26. Notify the competent authorities of any actions committed by the user that may affect public security.</p> <p>27. Refrain from renting the vehicle with a driver.</p>
<p>Conditions for Issuing the Permit</p>	<p>A. For the establishment to obtain the permit, the following are required:</p> <ol style="list-style-type: none"> 1- Obtain the necessary approvals from the concerned authorities in the Emirate 2- The license of the commercial establishment shall be limited to practicing the activity only and shall be devoid of any other activity. 3- Provide one traffic file for the establishment. <p>B. The establishment shall fulfill the conditions stipulated in Paragraph (A) of this Article when establishing any branches within the Emirate, after obtaining the prior written approval of the Agency.</p>
<p>Vehicle Use</p>	<ol style="list-style-type: none"> 1. The user shall register in the electronic system or smart application of the establishment according to the required data, including the user's name, phone number, email, credit card number, personal photo, driver's license, identity card for residents, passport, entry visa for visitors, and any other data or documents required by the establishment. 2. After verifying all the data and documents referred to in Paragraph No. (1) above, the establishment shall provide the user with the password and personal identification number (PIN).
<p>Establishment's Discontinuity to Carry out the Activity</p>	<ol style="list-style-type: none"> 1. It shall be prohibited for the establishment to stop practicing the activity except after notifying the Public Transport Agency at least three months prior to the date of cessation and obtaining approval from the Agency. 2. It shall be prohibited for the establishment to make any change or modification in the location or private parking lots to practice the activity except after notifying the Public Transport Agency at least three months prior to the change or modification required to be made and obtaining approval from the Public Transport Agency.
<p>Vehicle Specifications</p>	<p>To issue a vehicle operational permit, the following specifications shall be met:</p> <ol style="list-style-type: none"> 1. The date of its manufacture shall not exceed one year from the year in which the application is submitted to issue the date of its operation. 2. The number of passengers along with the driver shall not exceed five. 3. Provide safety equipment, electronic devices and systems specified by the Agency, including the vehicle tracking system. 4. Be in conformity with the Gulf specifications. 5. Commit to the colors determined by the RTA. 6. Not to distort the side or front and rear windows of the vehicle. 7. The vehicle shall not be previously operated or used in any other activity. 8. Conduct periodic inspection of the vehicle to ensure its safety on the road.

Cancel or replace a vehicle operational license	<p>The Agency may either on its own or upon the establishment's request cancel or replace a vehicle operational license in any of the following cases:</p> <ol style="list-style-type: none">1. If there is a major malfunction or an accident made by the vehicle, which endangers the life of its user or others.2. If four years have passed since the operation of the vehicle and its removal from service.3. If the vehicle has maintenance for a period of more than three months for technical reasons related to it.
Adding Vehicles to the Establishment	<p>The Agency may allow the establishment to add vehicles to its traffic file to be used for purposes other than carrying out the activity, provided that:</p> <ol style="list-style-type: none">1. Such vehicles shall not be of the same specifications and colors as the same vehicles intended for carrying out the activity.2. The number of vehicles that are requested to be added for the purposes of transporting and towing the establishment's disabled vehicles shall not exceed two vehicles as a maximum.3. The number of administrative vehicles allowed to be added shall not exceed (3) vehicles as a maximum for every (100) hundred vehicles prepared for carrying out the activity, and such vehicles shall include maintenance vehicles and vehicles for the establishment's management.
Service Delivery Channels	<p>Applications to be submitted through RTA's website "www.rta.ae" or by e-mail: passenger_activities_pta@rta.ae</p>