CODE OF CONDUCT

DUBAI HARBOUR
MARINAS

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Dubai Harbour Marinas' Code of Conduct

is a set of rules and regulations, including standards and principles, outlining what is expected from all users of our Marina premises. In the event of breaches to the Code of Conduct, Dubai Harbour Marinas (DHM) may action the non-compliance process. Non-compliance will be met with proportionate responses, ranging from written letters to final warnings, and eventually termination of berthing contracts. If there is a breach or violation of any government rules and regulations, the Dubai Maritime Authority (DMA), Dubai Municipality, and/or the police will be notified. The Marina has the right to remove any person or vessel that does not adhere to this Code of Conduct.

- Police 999
- Ambulance 998
- Fire Department 997
- Coast Guard 996
- Bay Marina Operations ..... +971 50 971 1728
- Harbour Marina Operations ..... +971 56 219 6587
- Marinas Guest Services ..... +971 50 663 4724
- Marina 24/7 Engineering ..... +971 50 892 3268
- Buggy Service ..... +971 55 346 4406

VHF Channel:

- Dubai Harbour 66
- Outside Dubai Harbour 16

1. Documentation

Please make sure that all necessary documents have been submitted to the Marina Office and approved before arriving at DHM. All expired documents must be updated through the DHM app.

1.1 Vessel

To ensure compliance, vessels must meet the following requirements:

A) Have valid registration, insurance, and up-to-date licenses.

B) Be in seaworthy condition with properly functioning on-board systems, including bilge pumps, propulsion systems, engines, bow thrusters, and emergency alarms.

C) Berth Rentals are based on tariffs and additional services if not classified as complimentary and may incur charges and are subject to change. Please visit Guest Services for more information on additional services.

1.2 Owner/Company

To retain a berth in DHM, owners and companies must present the following:

A) Valid Commercial Licence and VAT Certificate (if applicable)

B) Berth Licence Agreement

C) Passport, Emirates ID, and Visa (if applicable)

D) Passport-sized photograph

E) DMA, PCFC Permit

1.3 Crew List

Staff operating on commercial boats must be qualified and licensed according to UAE requirements. Owners and companies must submit the following to Guest Services through the DHM app:

A) Passport, Emirates ID, and Visa (if applicable) for crew members

B) Contact numbers

Employees or representatives of a member are not permitted to use Marina members' facilities. Additional charges may apply if this rule is violated.

C) Guest Manifest

A full guest manifest for all trips must be submitted to the Marina. The manifest for each trip should include all crew and guests. Headcounts must be taken prior to departure and arrival back to the Marina. During cruising, the captain and crew are responsible to ensure all on-board are safe and accounted for.

2. Vessel Movements

2.1 Arrival & Departure Form

Captains/owners will be asked to sign an online Arrival & Departure Form on their first arrival and last departure from the Marina. The owner/captain must check and sign the form to ensure all information is correct.

2.2 Navigation Rules

Vessels must follow navigation rules and berth safely without obstructing or inconveniencing other vessels, members, guests, or Marina users. The maximum speed limit within DHM is 5 knots, and DHM is designated as a 'No Wake Zone'.

2.3 Sailing Permit

A sailing permit is mandatory for navigating in Dubai waters. At least four hours before your departure, send an application to Dubai Coast Guard for approval through the DHM app. Once approved or advised otherwise, a digital copy will be sent to you, and you may collect a copy of the same from the Marina Office at DHM Yacht Club and Pier Club.

A) Vessels remaining within 3 nautical miles of the Dubai Mainland Coastline will not require a Sailing Permit.

B) Vessels leaving 3 nautical miles but staying within Dubai waters, within 12 nautical miles of the Dubai Mainland Coastline, and not crossing UAE borders, will require a 3–12-mile permit.

C) Vessels leaving 12 nautical miles and exiting Dubai waters over 12 nautical miles off Dubai Mainland Coastline, and crossing UAE borders will require a 12-mile permit.

2.4 Berth Change

Should you require a berth change during your stay, kindly request via the DHM app. If you require a temporary change, then please call Guest Services in advance to check availability.

2.5 Dock Assistance

Please contact the Marina Operations through the DHM app at least 15 minutes before arrival/departure. Larger vessels over 40 meters will require more time due to manning the lines and support vessel. Please contact a minimum of 2 hours prior to departure.

2.6 Marina Workboat Assistance

If you encounter unexpected bad weather or an emergency while manoeuvring inside the Marina, the Marina workboat is available to assist you. However, please be aware that if the Coast Guard has issued a "No Sailing" circular, we will not be able to help you depart from the dock. Additionally, all departures under "No Sailing" conditions will be reported to the Coast Guard.

2.7 Towing Assistance

The Marina workboats are available upon request on the DHM app with an extra fee. They are able to tow under the following conditions:

A) Private vessels under 10 metres in length

B) In daylight hours

C) Within 1 nautical mile of DHM

For other cases, please call the Coast Guard on 996.

3. Chartering

3.1 No person may charter vessels in the Emirate unless licensed by the Dubai Maritime Authority (DMA). Any such activity will be reported to DMA for investigation. This applies for Foreign Flagged vessels too. In order to charter, they must obtain and upload licenses on the DHM app. Vessels not abiding by the law will face legal action and fines.

3.2 Airbnb, similar short-term rentals, or restaurant operations within the Marina are not permitted.

4. Marina Safety & Security

4.1 Guest Access

Yacht Club washrooms are for members only and Private vessel captains. Access is restricted for crew and upon request via the DHM app for guests. Owners, captains, managers and crew need to have their valid digital ID to access the premises. They may use the washrooms provided in the Operations building situated near the slipway. Access card control systems are in place for these locations. Access cards will be distributed as per the Access Card process from the Guest Service Desk. Please do not share the Marina access gate passcode with guests, contractors, or vendors.

A) Commercial vessels must accompany guests to and from the security gates at a ratio of 1/15 (1 staff member for 15 guests). For guest parking information, refer to 15.1.

4.2 Vessel Works & Contractors Access

Contractors are permitted to access the Marina between 8 am and 6 pm. Before conducting any work, they must email the DHM Health & Safety team (HSE) to obtain a work permit from the HSE Officer 24 hours prior to their visit to the Marina. Please contact the HSE team at marinas@dubaiharbour.com. Contractors need to obtain a pass from the DH security gate for vessel inspection. Access the Contractors Portal through this link.

A) Permits are not issued on Saturdays, Sundays and public holidays.

B) Tools, rags, oil containers, and other parts should not be placed or stored on the docks.

C) No hot work, grinding, sanding, and polishing is permitted without written approval from the Marina management.

D) Discharging oil or chemicals from bilge and leaving garbage behind is prohibited.

E) Noise levels must be kept at or below 45 decibels.

F) Uniforms and personal protective equipment (PPE) must be worn at all times.

G) No advertisement of any kind, including 'for sale' signages, flags or other onboard material, will be allowed without prior permission from the Marina management.

H) Only licensed divers are allowed to dive.

4.3 Employee & Contractor Conduct

It is prohibited for members' employees and contractors to consume food or beverages or smoke in areas visible to the public within the Marina. While at the Marina, employees and contractors are expected to be neat, safe, polite, and courteous at all times.

4.4 Storage

A) Storage of gas cylinders, portable generators, fuel tanks, batteries, or chemicals in the dock box is prohibited. Dock boxes, if available, will be within the allocated berth.

B) Failure to comply with the storage protocol outlined above will result in a sticker being placed on the item, indicating the deadline for its removal. If the item is not removed by this date, it will be taken away and disposed of immediately.

4.5 Bicycles/Scooters

Riding, leaving, or charging scooters on the Marina dock is strictly prohibited.

4.6 Water Sports/Swimming

The use of water sports equipment (including but not limited to paddle boards, jet boards, towing toys, wakeboards, and kayaks), swimming and snorkelling are prohibited in DHM. Private jet skis transiting in/out of Bay Marina (docks DA, DB, FA, FB, EA G) must call the Marina duty number at least one hour in advance so that we can request permission.

4.7 Water Sports Toys

Inflatable toys must be deflated and secured on the vessel when not in use.

4.8 Hull Cleaning

Any hull or waterline cleaning activity in DHM must be raised to the Dockmaster team prior to entering the water. Number of people and expected timeframe for cleaning must be communicated. When the team exits the water, they must inform the Dock Master team of this.

4.9 Docks

The dock must be kept clear except for the boat's gangway, shoebox, mat, and assigned dock box. All other equipment must be stowed onboard.

4.10 Radar

Please turn off your radars before arriving at DHM.

4.11 Bay Marina Weight Limits

The Bay Marina Pier (docks DA, DB, FA, FB, EA, G) has a 40-tonnes axle weight limit. All crane or truck activities need to be approved by the DHM Health & Safety team (HSE). Please contact marinas@dubaiharbour.com with your request.

4.12 Marina Assets

Damaging, modifying or vandalising DHM premises is strictly prohibited. Individuals responsible for damaging Marina assets will be charged the cost of repairs.

Tampering with or altering Marina assets, including attaching fenders to the Marina using anything other than that which is provided, is prohibited.

5. Etiquette

5.1 Noise

Noise levels must be kept to a minimum and must not exceed 55 decibels from 7 am to 8 pm and 45 decibels from 8 pm to 7 am.

5.2 Abuse

Verbal and physical abuse is prohibited in DHM and will be reported to the authorities. If you have any concerns regarding the Marina team, please email marinas@dubaiharbour.com. Also, no unauthorised parties or events will be allowed within marina. be allowed within the Marina. If private parties are planned within the Marina premises, approval from the Marina management is required.

5.3 Pets

Pets are discouraged in the Marina. Kindly ensure that the pet is on a leash when inside. Any pet droppings must be picked up by the owner, and the area should be cleaned. Do not leave your pet unattended on the Marina pontoon.

5.4 Dress Code

Kindly dress appropriately according to the UAE law. Respect local culture and maintain high standards across the Marinas.

5.5 Laundry/Washing

Washing clothes and cooking equipment on the pontoons and hanging laundry onboard where visible are strictly prohibited. Kindly refrain from showering, grooming yourself, or brushing your teeth on the Marinas.

5.6 Fishing

Fishing from the dock or vessel is strictly prohibited.

5.7 Utility Usage

A) Using any pedestal for power or water other than your own without permission is prohibited.

B) Any electrical modification to pedestals or junction boxes must be calibrated, tested, and certified by a third-party (DEWA-approved) entity/body prior to installation and a written approval from the Marina Management must be obtained. Email marinas@dubaiharbour.com for more information.

C) Trigger Nozzle on hoses must always be used. Only biodegradable cleaning fluid and boat care products are permitted.

D) Before a boat or yacht departs for a trip, the boater must ensure that all shore power circuits are properly deactivated/ inactive at the pedestal, and the cables are unplugged. The cables should then be neatly rolled and secured on the yacht. Under no circumstances should cables be left disconnected from the yacht and lying on the dock while still energized.

5.8 Trespassing

Boarding a vessel other than your own is prohibited. To do so is deemed trespassing and it will be reported to the authorities.

5.9 Alcohol

Public consumption of alcohol is not allowed. Alcohol consumption is restricted to licensed establishments and private spaces.

5.10 Private Events & Gatherings

Morning parties and after-parties are strictly forbidden in DHM. Vessels must return from parties and events no later than 3 am and abide by the noise etiquette. Vessels must not leave the Marina premises for morning parties or events between 3 am till 6 am. Any vessels returning after this time with disorderly guests will be disciplined immediately with a formal non-compliance letter or immediate termination.

6. Commercial Vessels

6.1 Registration

Local charter, foreign flag and commercial vessels are to comply with UAE regulations, be registered with the DMA, and hold all necessary licences to run operations.

6.2 Dress Code

Staff are to wear company uniforms at all times and maintain high standards across DHM.

6.3 Food Waste

All food waste is to be removed by your catering company, not placed in the dock bins.

6.4 Berth Cleanliness

The boat operator is responsible and liable for any mess on the dock or in the water made by staff, contractors, or suppliers. You are to ensure that the mess is cleaned up immediately.

6.5 Selling/Touting/Marketing

Selling, touting, or marketing anywhere in Dubai Harbour is strictly prohibited. Authorities will be notified of any suspicious activities.

6.6 Jet Skis/Jet Cars

Jet skis and jet cars are prohibited, and all commercial vessels operating must take their customers to and from the Marina by boat. Violators will be reported to authorities.

6.7 Party Balloons

Party balloons are not allowed on deck or tied to any part of the vessel. Balloons must only be used inside the saloon and cabins.

7. Vessel Safety

7.1 Lines

Bows, springs, and stern lines are expected to be laid. Lines should not cross over to another berth and must not be secured to anchor piles at any time. At least one extra line should be kept in an unlocked hatch onboard for easy replacement.

7.2 Anchors

It is prohibited to drop an anchor or chain anywhere inside DHM (including onto the pontoon) unless it is an emergency. Please call the Marina Operations duty number if you intend to test your anchors.

7.3 Alarm

We will call the nominated emergency contact whenever an alarm is heard onboard, regardless of the time.

7.4 Use of Flammable Items

Operation of gas cylinders, portable stoves, barbecues are strictly prohibited on the Marina premises.

8. Waste Disposal

8.1 General Waste

Do not throw any garbage into the sea. Use the designated general waste bins located on the docks, and ensure proper waste segregation. Please arrange for a waste disposal company to collect any wood, metal, or batteries. You will receive a waste receipt upon collection. Any waste that is deposited which is outside of the DHM scope will be charged back to the vessel owner's account with a 15% mark-up fee.

8.2 Used Oil & Oily Water

Store used oil and oily water in a sealed container and call the Marina duty number to arrange for collection. Do not leave oil, fuel or other flammable materials on the Marina pontoon.

8.3 Wastewater & Sewage

As per the new regulation issued by DM on water quality breaches, the discharge of deposits, or ballast water into the sea is prohibited. Violators will be reported to the authorities.

8.4 Pump-Out Facilities

The Marina is equipped with four stationary pump stations and two eco pump-out barges. Pump-out requests must be submitted through the DHM mobile app.

9. Loitering

Loitering is not allowed anywhere within the DHM premises. Individuals found loitering will be asked to move away and disperse.

10. Photography/Videography

Approval from the Dubai Harbour Community Management must be obtained for all film and photo shoots. Please send the details of your request to mastercommunity@dubaiharbour.com

11. Fuelling

DHM has one fuelling station.

A) Harbour Marina (vessels up to 45 metres)

Fuelling through any other method or carrying fuel in containers onto the vessel is strictly prohibited.

11.1 Bunkering

Fuel bunkering for vessels greater than 45 metres or 400 gross tonnage is available. A service charge of 5% of the total invoice is to be paid to DHM via the DHM app. Please contact the Marina Office before placing any orders.

12. Ice

Private vessels will receive complimentary 4 kg of ice per day. Excess of 4 kg can be purchased via ICE cards through the DHM app. Commercial vessels must purchase ice via obtaining an ICE card, either a single bag or multiple stamp cards. All ice will be collected or delivered on request from the Dockmaster Buildings in both Bay Marina and Harbour Marina.

13. Buggy & Transportation Services

All Parkonic Buggy services are free for Owners and Private Captains on showing their member IDs.

14. Slipway Operations

A) Please contact Guest Services through the DHM app if you intend to use the slipway.

B) Slipway operating hours are from 7 am to sunset, seven days a week. After sunset, the slipway can only be used in an emergency.

C) The towing vehicle must be suitable for the slipway. A 4x4 or low-geared truck is recommended. The Marina will stop operations if the vehicle is deemed unsuitable.
Maximum vessel size: LOA = 14.00m
Beam = 4.80m
Draught = 1.4m
Tonnage = 12 tons (12,000kg)
For more information refer to the Slipway Rules & Regulations.

D) Trailers must not be left in the car park without approval.

E) All rules on signboards in the launch location must be followed.

15. Vehicle access

15.1 Parking

Vehicles must be registered via our parking service provider app (Android/ iOS) to access the parking bay. Vehicles must only be parked in designated car parks. Unregistered vehicles or vehicles parked in other areas may be reported to the authorities, and the owners may incur fines. Security will grant access to the parking lot and provide slots to guest cars.

15.2 Deliveries

Please inform our Guest Services team of any expected deliveries to expedite the security clearance process. Security Officers are authorised to check delivery items if needed.

15.3 Registered Third-Party Contractors

Service providers such as vessel service agents, yacht management companies, maintenance providers, or brokerage companies can obtain access by downloading the PARKONIC App and registering their vehicles.

15.4 Vehicles

Washing, fuelling, or performing maintenance on vehicles within the Marina premises is not permitted. DHM reserves the right to remove any vehicles within the Marina parking area for safety and security reasons.

A) All speed limits are to be adhered to on DHM roadways and in car parks.

B) The speed limit for Marina Pier parking zones and roadways is 20 kilometres per hour.

16. Dubai Harbour Marinas: Sailing with Sustainability

DHM has a dedicated sustainable committee, 'Seaguardians'.

16.1 Waste Management

Ensure proper disposal of waste by using designated bins for recyclables and non-recyclables. Avoid single-use plastics and utilise reusable alternatives. DHM operates on a 15% conversion rate for recycling waste

16.2 Water Conservation

Limit the use of water for cleaning vessels and for other purposes in the Marina area. Use eco-friendly cleaning products to minimize water pollution.

16.3 Energy Efficiency

Reduce energy consumption by turning off lights when not required, setting the air conditioning to 24 °C, and switching off electrical equipment when not in use. Go for renewable energy sources whenever possible.

16.4 Marine Life Protection

Respect the marine ecosystem by avoiding any activities that disturb wildlife or their habitats. Do not dispose of any waste into the UAE water.

16.5 Sustainable Procurement

Support eco-friendly and local businesses when purchasing goods and services related to Marina activities. Do not interact with the animals within the Marina, including feeding of fish or bird life.

16.6 Emissions Reduction

Minimize emissions by maintaining vessels efficiently and using alternative clean fuels or clean energy sources.

16.7 Community Involvement

Engage with local communities and promote awareness about sustainability practices within and around the Marina.

16.8 Green Building/Construction Practices

Incorporate sustainable and environmentally friendly designs and materials in all new projects onboard vessels, and seek to reuse and repair prior to replacing.

16.9 Environmental Education

Provide training and resources to staff and visitors on sustainable practices and the importance of environmental protection.

16.10 Habitat Restoration

Participate in or support projects aimed at restoring and preserving natural habitats around the Marina area and wider waters.

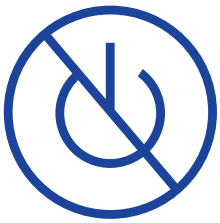
DUBAI HARBOUR MARINAS

RULES

No water sports

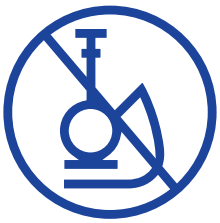
Do not empty waste

No cargo operations



Switch off engine

No smoking



No shisha

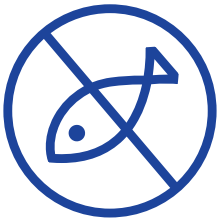
No cooking

No refuelling

No running

No naked flames

No anchoring



No fishing

No photography

No buoy mooring

No maintenance

DUBAI
HARBOUR

MARINAS

For further enquiries, please email **marinas@dubaiharbour.com** or **WhatsApp +971 50 663 4724**.