

## Overview

This Operating Guide has been written to assist ADGM registered entities with the requirements for operating during the Holy Month of Ramadan.

This Guide covers:

- Dress Code
- Food and Beverage Businesses
- Service of Alcohol
- Smoking (including Shisha)
- Music (including DJs & bands)
- Entertainers
- Iftar & Suhoor Events
- Operating Hours
- Events (including entertainment & weddings)

## Who should read this Operating Guide?

This Guide applies to all ADGM registered entities. However, it is particularly relevant to tourism establishments, i.e. hotels and restaurants that are licensed to serve alcohol, as well as retail, food and beverage businesses.

The Guide is intended to provide guidance on issues that may arise, and support people and businesses such as retailers, hotels, tourism establishments, restaurants and cafes on Al Maryah Island.

## Business Operating Requirements During the Holy Month of Ramadan

The following sections of this Guide set out the business operating requirements during the Holy Month of Ramadan.

Businesses registered in ADGM must strictly adhere to the following requirements:



**DRESS CODE:** It's important for everyone to dress and behave appropriately during the Holy Month. ADGM businesses must ensure that all employees (even those who are not fasting) wear clothes (including uniforms) that are modest, covering shoulders, chest and knees.



**FOOD AND BEVERAGE BUSINESS:** Serving food during the day in Ramadan is allowed for non-fasting individuals provided the following conditions are strictly followed:

**Curtains:** Standalone food and beverage businesses (i.e. businesses not located in The Galleria food courts) must install curtains or opaque film covering to conceal the business from the outside.

**Note:** Food and beverage businesses located in the South and North food courts are not required to install curtains. Barriers may be installed at the entrances by The Galleria Management.

**Takeaway & Delivery:** Is allowed provided that it is in concealed bags (including coffee cups). Bags may be branded or plain. The above restrictions are lifted after 7:30pm each evening.



**SERVICE OF ALCOHOL:** Service of alcohol is strictly prohibited during the day and may only commence from 7:30pm in the evening until 3:00am (subject to landlord premises) within the inside premises that is licensed by ADGM for this purpose only.



**SMOKING (INCLUDING SHISHA) :** Smoking, including Shisha, is strictly prohibited in open public areas during fasting hours, however smoking is permitted inside the premises of designated smoking areas. Smoking and serving shisha outdoors may only commence from 7.30pm onwards within the designated smoking areas and in places where ADGM Shisha license is valid.



**MUSIC (INCLUDING DJS AND BANDS):** Arabian Oud music, or instrumental ambient music at low volume, may be played at all times. This includes recorded music (apart from the above), DJs and contemporary bands. However, live Arabian Oud musicians / bands, are permitted from 7:30pm onwards, subject to obtaining required clearances. To obtain the clearance, please submit a special request to the ADGM Corporate Relations Team in advance.



**EVENTS:** Events such as birthday parties and weddings that are held in closed / private locations, such as hotel ballrooms may have bands or DJs at any time. However, alcohol may only be served after 7:30pm.



**IFTAR & SUHOOR EVENTS:** During the Holy Month, some establishments such as hotels, will host Iftar and Suhoor events. The organizers of those events must obtain ADGM approvals prior to commencing such events within their premises. Please note: Any extras associated with these events such as MC's, speakers, traditional or Arabian Oud musicians and bands must also undergo the ADGM standard clearance process, obtained through the Corporate Relations Team.



**OPERATING HOURS:** The following are the standard operating hours during Ramadan:

- For retailers including F&B businesses operating within the Galleria Mall, business operations must not stay later than 3:00 am
- For hotel F&B facilities and tourism establishments (restaurants licensed to sell alcohol), business operations must not stay later than 3:00 am.

Businesses that wish to operate beyond those set timings must apply for approval by submitting a special request to the ADGM Corporate Relations Team in advance. Such requests will only be considered under exceptional circumstances.

## COMPLIANCE

We are confident that all businesses will cooperate with the above requirements during the Holy Month.

However, the ADGM Registration Authority Monitoring and Enforcement Division, in coordination with local authorities including Abu Dhabi Police, will take enforcement action for businesses that are willfully and deliberately in breach of these requirements.

In accordance with the UAE Penal Code and Federal Law No. 3 of 1987, Article 313, anyone who abounds in a public place by eating food, beverages or other substances during the day in Ramadan shall be punished by imprisonment for a period not exceeding one month or a fine up to 2000 AED. Anyone who incites or compels or assists in such a demonstration may cause to close the restaurant or store which assisted for up to one month.

## ADGM - The International Financial Centre Made for Business

Abu Dhabi Global Market, an international financial centre in the capital of the United Arab Emirates, fully opened for business on 21st October 2015. A financial free zone, ADGM is an independent jurisdiction encompassing the entire 114 hectares (1.14 sq km) of Al Maryah Island with rules and regulations aligned with international best practice. ADGM's three independent authorities (Registration Authority, Financial Services Regulatory Authority and the ADGM Courts) provide a holistic environment enabling registered companies to conduct business and operate with confidence.

This operating guide is issued under section 28 of the Commercial Licensing Regulations 2015 and has been prepared by the Registration Authority to assist ADGM registered entities in relation to data protection requirements.

### THE CORPORATE RELATIONS DEPARTMENT

The Corporate Relations Department forms part of the Registration Authority and is responsible for issuing permits and NOCs for ADGM established entities, in order to facilitate their operations in easement and to comply with the set guidelines for such practices.

The Corporate Relations Department, offers various services to ADGM established entities, their employees and families.

Those services include but are not limited to:

- Establishment Cards & E-Channel Accounts
- Employment Residency Visas
- Special Permits
- Events NOCs
- Corporate PO Box

### THE ADGM REGISTRATION AUTHORITY

The Registration Authority is one of ADGM's three independent authorities, together with the Financial Services Regulatory Authority and ADGM Courts. The Registration Authority is responsible for, among other things, the registration and commercial licensing of businesses operating in, or from, Al Maryah Island, Abu Dhabi.

## Questions or Concerns?

Should you have any queries or concerns, please submit them as soon as possible, prior to the commencement of Ramadan.

The Corporate Relations Team operates from Sunday to Thursday, 9:00am to 3:00pm and may be contacted during these working hours.

### CONTACT US

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