

UAE Travel Guide

BEFORE DEPARTURE

Check the availability of documents required for the travel:

Travel passport (the Immigration Service of the UAE recommends to apply a passport that is valid for 6 months after the end of the trip, the passport has to have at least two free pages for the visa); **a copy of the passport** (it may come in handy in case of loss of the passport and in case of other unforeseen circumstances); **electronic flight ticket, permission to enter the UAE – visa.**

Packing luggage: we recommend putting all valuable objects, documents and money in carry-on luggage and taking them on the plane. All the piercing and cutting objects should be packed in luggage (nail scissors, files, penknife, etc.), as well as any liquids, gels and aerosols, since it is PROHIBITED to carry such items in carry-on luggage. Do not forget to prepare and take **a first-aid kit** that will help you in case of minor ailments and save your time required for searching for the medicines.

AT UKRAINIAN AIRPORT OF DEPARTURE/ENTRY

Before going to the airport, we recommend receiving additional information about the possible changes in your flight departure by using airline's website or the directory service.

We recommend arriving to the check-in counter in advance, not later than three hours before the departure, to undergo established check-in procedures, luggage registration, and fulfill requirements related to border, customs, sanitary and quarantine, veterinary and other types of control established by Ukrainian legislation.

CUSTOMS CONTROL before departure

According to the Instruction on the transfer of cash and precious metals across the customs border of Ukraine, an individual, regardless of age, has the right to transfer cash in the amount not exceeding the equivalent of 10,000 Euro without a written declaration to the customs authority.

According to the terms, cash is a currency of Ukraine in cash, foreign currency in cash and traveller's cheques.

In case of ORAL DECLARATION ("Green channel")

One person, regardless of age, can take the amount of up to 10,000 Euro or the equivalent in any other foreign currency at the exchange rate of the National Bank of Ukraine, which is prevailing at the date of crossing the border, WITHOUT confirming documents and a written declaration at the customs.

The funds that are exported with the help of a bank card are not subject to restrictions. It is not necessary to declare a bank card.

ATTENTION! It is PROHIBITED on departure and entry to TRANSFER CULTURAL VALUES, OBJECTS OF FAUNA and FLORA threatened with extinction, WEAPONS AND AMMUNITION.

Illegal transfer of goods or currency across the customs border of Ukraine or their non-declaring, or false declaration incurs administrative or criminal liability.

ATTENTION! It is PROHIBITED on departure and entry to TAKE OVER FROM THE THIRD PERSONS the suitcases, parcels and other items for transportation on aircraft side.

CUSTOMS CONTROL upon arrival

To board, you have to pass customs control. If you do not have items and/or valuables that are subject to mandatory customs control, you do not have to fill in the customs declaration and go through the "Green channel" to check-in. Otherwise, you have to fill in a customs declaration, the forms of which are before the customs line on the tables or on special stands. Remember that cash above the equivalent of 10,000 Euro per person is subject to MANDATORY customs declaration. Customs control is carried out in the same wing with the check-in. KEEP CUSTOMS DECLARATION until you return to Ukraine.

FLIGHT AND LUGGAGE CHECK-IN

Passenger and luggage check-in is performed on the basis of an individual ticket or printed electronic ticket, as well as the passenger's travel passport.

Upon check-in, a passenger gets a boarding pass, which has to be kept until a possible presentation of claims to the

quality of services provided by the airline company.

Remember that check-in ends 40 minutes before the departure local time specified in the ticket. A passenger, who is late by the time a passenger and luggage check-in or boarding ends, may be denied the right to transportation.

Depending on the ticket pricing plan, you can only have carry-on luggage of up to 7 kg. (plan without luggage), or luggage of up to 20 or 23 kg (depending on the airline). Dimensions of luggage accepted for carriage have to meet the following requirements: the sum of the three dimensions (length, width, height) of one piece of luggage should not exceed 160 (one hundred and sixty) cm.

To transport luggage in excess of the established rate of free luggage allowance, you have to pay an additional fee at the rate established by the air carrier. The carrier has the right to refuse the tourist to carry luggage, the weight or volume of which does not correspond to the established norms.

PASSPORT CONTROL

To pass the border control, it is necessary to show a travel passport. Border authorities of Ukraine have the right to request additional documents (air ticket, boarding pass, voucher, etc.), as well as to conduct a survey of persons crossing the border.

AT DUBAI AIRPORT OF DEPARTURE/ENTRY

Upon arrival at Dubai Airport, you have to act in the following sequence: show your visa printout, go through passport control and eye control, get your luggage, get out of the airport building, find your welcomer.

At the entrance to the UAE, the eye control is performed. This allows preventing the entry of persons who were previously deported from the country and “blacklisted”.

PASSPORT CONTROL

VISA. From the beginning of 2018, the citizens of Ukraine can enter the UAE without a pre-arranged entry visa, if the purpose of your visit is tourism. In all other cases, an employment visa is required, which has to be printed and shown at the airport of arrival. An employment visa is valid in the UAE within the contract validity period.

ATTENTION! For citizens, who do not have the citizenship of Ukraine, other rules for entering the territory of the UAE may be established. You can get this information in the UAE Embassy at the place of citizenship.

CUSTOMS CONTROL

There is no restriction on the import of currency and precious metal products in the UAE. It is allowed to import (per one adult) 200 cigarettes or 40 cigars or 2 kg of tobacco, 2 liters of strong alcoholic beverages and 2 liters of wine (for a non-Muslim adult), and reasonable amount of perfumery.

It is **PROHIBITED** to **import** drugs (use and distribution is punishable by death), medicine containing narcotic substances, weapons, video and printed products of erotic (pornographic) content, as well as materials capable of offending religious feelings of Muslims or that can be perceived as unfriendly towards the state. All imported video materials can be selected at the customs control and returned only after they are viewed.

It is **PROHIBITED** to **export** jewels, antiques, historical valuables, weapons and ammunition without special permission.

It is **PROHIBITED** to **import** goods produced in Israel and Republic of South Africa.

UNITED ARAB EMIRATES

The UAE is a state in the northern part of the Arabian Peninsula, bathed by the waters of the Persian Gulf and the Gulf of Oman. It borders on Saudi Arabia, Oman. The northern coast is opposite Iran through the Persian Gulf, the state of Qatar is situated in the northwest. The UAE consists of seven emirates, each of which is a micro-state with an absolute monarchy: Abu Dhabi, Ajman, Dubai, Ras Al-Khaimah, Umm al Qaiwain, Fujairah and Sharjah. The capital of the state is Abu Dhabi and the emirate of the same name. The country's territory is over 80,000 sq. km, including about 6,000 sq. m. (about 200 coastal islands). The state is headed by the President of the United Arab Emirates, who is the emir of the largest emirate of Abu Dhabi.

Time. The time difference between Kiev and the UAE is +2 hours in winter, and +1 hour in summer.

Climate. The climate of the country is very hot and dry (tropical desert). There are often sandstorms. The temperature in summer is 35-40 degrees C, and it often reaches 50 degrees, and day-time temperature in winter is 20-25 degrees, and it is cooler at night. The best season is from October to May.

Currency. Currency unit is UAE Dirham (Dh or AED according to ISO standard). 1 Dirham contains 100 Fils. Dirham is tightly pegged to the US Dollar. It is more cost-efficient to pay in local currency. You can exchange your money at any exchange office, and it is better to do it in the city center than at the hotel.

Language. The official language is Arabic. The language of business communication is English.

Population. The population is about 5 million people, 88% of which are urban residence. The ethnic composition is heterogeneous: 5% are Arab citizens of the UAE, the rest are immigrants, who came from India, Bangladesh, Sri Lanka, Pakistan and other countries in Asia and Africa for temporary earnings.

Religion. The official religion is Islam. The Quran imposes on the faithful a number of strict prohibitions, which must be strictly observed.

SOCIAL CUSTOMS AND RULES OF CONDUCT

The police of the emirate of Abu Dhabi released a special collection of rules and norms of behavior for foreigners in the UAE. These standards are strictly observed, and you can be fined a fairly large amount of money for the violation of some of them. There are exceptionally many restrictions in the emirate of Sharjah.

Restraint and respect are required when visiting a mosque, it is best to view it when there is no worship in it. Do not look into the mosque out of curiosity. You should not go round the praying people from the front. When entering the mosque and at home, you should take your shoes off. It is undesirable to enter the mosque in shorts, short skirts and T-shirts. Women should enter the mosque with a covered head. You should also refrain from visiting the mosque on Friday, especially in the morning.

When choosing clothes, you should avoid miniskirts, low-cut necklines and translucent dresses on the naked body. Too revealing outfit can cause troubles for you. When choosing clothes for walking in the city, we recommend taking into account the manners and customs of the eastern country.

You are not allowed to photograph women in black hijab. If you want to photograph a man, be sure to ask for permission.

There are certain restrictions and rules for women in the UAE. For example, the queue for tickets will be divided into two lines, for men and women. When getting in transport, women should also stand in a separate queue and take the front seats. In the subway, the first car is usually meant exclusively for women. On the beaches, there are special days for only women and only men.

It is forbidden for a couple, who is not married, to live together. Do not hug and do not kiss on the street, since this will be considered as a violation of public order.

In the holy month of Ramadan, Muslims are not allowed to eat food from sunrise till sunset. Tourists are not recommended to eat and drink, smoke and chew gum in public places during Ramadan.

As you know, faithful Muslims are not allowed to drink alcohol, so alcohol consumption on the streets is not approved by public opinion and can lead to detention by the police and deportation from the country. Although this does not apply to non-Muslim visitors, you should still remember that it is strictly forbidden to offer or give alcohol to Muslims in the country, and also to drive drunk. If you had some drinks in a restaurant, bar or at a disco, try to silently go to the exit, catch a taxi and return to the hotel. Drinking of alcoholic beverages, including beer, in public places (on a street bench, in a park, on a beach) can be punished with a fine. Alcohol is available in the restaurants and bars at the hotels. Off-trade is not allowed. Restaurants, fast foods and snack bars located in the city (not at the hotel) do not serve alcohol drinks. In the Emirates, the alcohol sale in stores, cafes and restaurants is limited (in Sharjah, for example, alcohol is completely prohibited). Attention: it is illegal to transport alcohol from one emirate to another.

Foul language in a public place or threats directed against the interlocutor (even rhetorical ones) can result in a prison sentence of up to 7 years.

The penalty for throwing garbage in the street is 500 Dirhams, even if you simply missed a trash bin.

Your feet should not be directed towards anybody. During the handshake, you should not look into the eyes of the interlocutor, nor should you keep another hand in your pocket or swing it vigorously.

Holidays and non-working days. January 1 is the New Year; January 2 is the National Day. Weekends are the second half of Thursday, Friday and Saturday. The rest of the holidays are associated with the lunar calendar and do not have a fixed date. Mawlid al-Nabi is the Birthday of the Prophet Muhammad. Ramadan is the month of fasting. Eid al-Fitr or Small Bayram. This three-day festival completes the Ramadan month of fasting. Eid al-Adha or Big Bayram (a three-day feast of sacrifice) is celebrated 70 days after the Small Bayram, at the end of the month of pilgrimage to Mecca. The Islamic New Year is the first day of the holy month of Muharram, which is the time of the most generous alms (Zakat, Sadaqah) and blessed acts.

Cuisine. The national cuisine of the Emirates is traditional and almost common for all Arab countries and formed under the influence of special natural, climatic and religious features of the region. Muslims do not eat pork, so here, it is very rarely cooked. Nevertheless, local chefs cook very delicious dishes from beef, lamb, veal, goat, fish, seafood (mainly on chars) and poultry. Try all kinds of kebabs, guzis – lamb with rice and nuts, shawarma, kofta – lamb meatballs. A special flavor of the dishes is given by different seasonings (pepper, herbs, cinnamon, garlic, onion). Any meal begins with Mezze – small appetizers (olives, feta cheese, lavash, green). Very tasty and sweet dishes are baklava, donuts, sherbet, pudding, etc. There are dishes of European cuisine too. The most appreciated drink is coffee.

Health care. The availability of health insurance is necessary to enter the country, however, it is recommended to get insurance of at least a minimum amount of money. In the UAE, there is a network of state hospitals and polyclinics, which medical services meet the highest world standards. It is possible to receive the necessary help or consultation also in numerous private clinics, but such a treatment will be expensive. Pharmacies work from 8 am to 1 pm and from 4 pm to 9 pm after a day break. There are pharmacies on duty that work around the clock.

Stores. Stores work from 10 am to 12 am midnight on weekdays, and from 10 am to 10 pm on weekends. It is common practice to bargain in markets and street stalls. Glass, wooden or porcelain figurines of camels, wares of pearl and gold, oriental sweets and spices are brought from the country as souvenirs.

Transport. Public transport is well developed, presented by taxis and less frequently by buses; there are two metro lines connecting the city center of Dubai and the outskirts. In Abu Dhabi and Dubai, there is a bus service focused on the transfer between the main trade points of the city. The bus fare in the Dubai is 2.5 Dirhams; tickets are sold by the driver at the bus stops; the entrance is through the front door. Buses are modern, equipped with air conditioning; the schedule is strictly observed (from 6 am till 11 pm), although the routes are very confusing. Also, some capital cities of the emirates are connected by bus lines.

Currently, there are two types of taxis in Dubai, taxis without a fare register and taxis of Dubai Transport Company equipped with fare registers. If you take the latter, you should pay start fee and then for each kilometer. If you use a taxi without a fare register, it is better to agree on the cost of the trip in advance. Taxi standing on the street is cheaper than the one in the parking lot of the hotel. You can take a taxi that works from morning till late evening.

An interesting feature of the country is almost absolute prohibition on hitch-hiking within the city limits and suburbs. Standing on the roadside to stop a passing car is not just prohibited by the traffic rules, but is an administrative violation. If an accident occurs due to the fault of the passenger, especially on the highway, the passenger is almost automatically sentenced to imprisonment for a period of several months. At the same time, you will have to pay for a local hitch-hiking, if you manage to do it, since local drivers do not give a ride for free.

Car rent. At the airport and large hotels, you can rent a car for at least 24 hours. The basic conditions are the availability of international driving license issued at least 1 year ago (if it is not available, you should have a temporary permit for driving in the UAE: passport, national driving license and 2 photos), age of 21 years old and more, insurance, and a deposit in cash or by credit card. Traffic rules are Western European, the traffic is right-hand.

You should pay attention to the car license plates when driving on the roads of the emirates. Usually, license plates are four- or five-digit. If the license plate is three-digit, it means that the car owner is a representative of a local influential family. Two-digit license plates are indicative of the cars of the relatives of the sheikh, and if you see a car with a single digit license plate, it is the car of the sheikh himself. It is better to slow down, if you see a sign “caution: camels”. The driver who hit the camel will have to pay its cost and compensation for moral damage.

The speed limit is 60 km/h in inhabited localities, and 100 km/h on highways. Penalty amount depends on the speeding.

In case of a car accident, you have to call the police by phone 999 and get a certificate of the accident, without which you will not be able to get insurance and permission to repair the car. In case of a short-term parking, it will be free from charge, and you'll have to pay 2 Dirhams per 1 hour. If you use parking with a parking meter, you should put 2 Dirhams in the meter and get a voucher that is attached to the windshield of the car.

Telephone communication. It is more cost-efficient to call by a coin-box telephone paying with cards or coins. Cards are sold in stores and at gas stations.

The international dialing code is 00 (Abu Dhabi), the UAE international code is 971. The codes of the emirates and cities: 02 – Abu Dhabi, Musaffah; 03 – Al-Ain; 04 – Dubai; 06 – Sharjah, Ajman, Umm al Qaiwain; 07 – Ras al-Khaimah; 09 – Fujairah, Dibba; 070 – Khorfakkan. 050 – mobile phone.

Emergency phones. Police – 999, ambulance – 998/999, fire emergency – 997, directory service – 180 or 181, exact time service – 140, telegram by phone – 130, airport directory service in Dubai – (04) 245-555.

The mains voltage. The voltage can be 220 V, 50 Hz. To use electric appliances made in the USA, you may need an adapter.

Tips. It is common practice to give tips (bakhshish) for porters (about 1 US Dollar) and waiters (in the amount of 5-10% of the bill). It is considered that you should give tips to bus drivers, hotel maids, guides, if you are satisfied with the services.

RULES OF PERSONAL HYGIENE AND SAFETY

Do not violate the safety rules established by airlines, transport organizations, hotels, local authorities. Showing more than just friendly feelings in public places is prohibited under the threat of a large fine.

Before the trip, it is recommended to make copies of the main pages (with a photo, personal data, registration) of the travel and national Ukrainian passports and take them with you.

Respect the traditions of the country you stay in, remember that in states with Islamic culture, you should especially observe the established etiquette in clothing and the rules for the use of any alcoholic beverages.

If you have traffic accidents, conflicts with the police or other local authorities, it is necessary to notify the representative of the host party or employees of the Embassy/Consulate of Ukraine.

You have to leave the UAE before your visa expires, otherwise you may be fined, arrested and forcibly expelled from the country.

It is necessary to take into account the peculiarities of the local fauna, including the fact that swimming in the sea is fraught with the danger of being attacked by sharks and other fish inhabiting the sea, jellyfish (in September-October) and animals. Please, observe the safety rules established in this regard in a particular hotel and/or region. Remember that the diverse representatives of the animal and plant world can be not only beautiful, but also dangerous. If you have been injured or stung, immediately see a doctor.

Be careful with the sun! Especially in the period from 11 am to 14 pm. Do not forget about sunglasses.

Be careful, since air conditioners work at full power and can contribute to catarrhal diseases.

Take an individual first-aid kit with the necessary set of medications.

It is not recommended to carry large amounts of cash. You should not take out the large amount of money from your wallet in the public view.

Wash your hands before eating. Do not drink raw water, especially from surface water. It is recommended to drink mineral water, which can be purchased at the shops and hotel bars.

It is strictly forbidden to smoke in bed.

Keep in mind that there is a system of fines for illegal dumping, as well as for spitting on the street.

The UAE legislation provides for life imprisonment or the supreme penalty for traffic in drugs and some medicine (containing codeine).

The UAE legislation PROHIBITS:

- to bathe and sunbathe "topless" and in the nude for both men and women;
- you are not allowed to take photos of any state institutions, banks, military facilities, police stations and palaces of sheikhs.

- you are also not allowed to take photos of local women.

All tourist areas of the UAE have branches of the tourist police, where you can apply to if necessary.

If you are on the territory of a foreign country without means of subsistence, you have the right to receive assistance from diplomatic missions and Consulates of Ukraine.

IN CASE OF LOSS OF YOUR TRAVEL PASSPORT

If your passport is lost or stolen abroad, the first problem is how to return home without documents and visas.

To err on the side of caution, the Ministry of Foreign Affairs of Ukraine recommends always registering with the local Consulate of Ukraine. If it has all your data in advance, it will be easier to obtain documents for departure in case of force majeure.

If the passport is lost or stolen, it is necessary to apply to the local police as soon as possible.

The police will issue a certificate that confirms that you applied for the loss of the passport. You will also need to make two passport-type photographs. Having the certificate and photos, you will need to go to the consulate of Ukraine. The website of the Ministry of Foreign Affairs of Ukraine contains the telephone numbers of Ukrainian representations in any country in the world. A consulate worker will give you a certificate of return, for which you will have to pay a consular fee. If you are left without documents and money, the consulate can do you a favor and issue a certificate of return free of charge.

After returning to Ukraine, you have to apply to Visa and Registration Department, give a certificate of return and apply for drawing-up of a new travel passport.

You should apply to:

1. The local police.
2. The local Consulate of Ukraine or the Consulate of Ukraine in the nearest country.
3. Hot line of the Ministry of Foreign Affairs of Ukraine, tel. (044) 238-15-50, callcenter@mfa.gov.ua.
4. District Visa and Registration Department of your city.
5. Interregional Center for Issuance of Passport Documents, tel. (044) 593-61-73.

CALL-center at the Ministry of Foreign Affairs of Ukraine:

facilitates the prompt response of the Ministry of Foreign Affairs and diplomatic institutions of Ukraine to unforeseen situations that may arise in Ukrainian citizens in other states.

Phone: +38 (044) 238-15-50

E-mail: callcenter@mfa.gov.ua

Website: www.mfa.gov.ua

Embassy of Ukraine in the UAE

Address: Abu Dhabi, UAE Madinat Zayed area, P.O. Box 35572.

Phone: + 9712-632-75-86; +971 50 6679470 (ONLY in case of threat to life or death of citizens of Ukraine)

Fax: + 9712-632-75-06

E-mail: embua@embukr.ae, emb_ae@mfa.gov.ua

Website: <http://oae.mfa.gov.ua>

** You can apply in case of emergencies or other circumstances that threaten the safety of your life and health, as well as in cases of risk of your property damage.*

Consulate of Ukraine in Dubai

Address: Sheikh Zayed Road (Trade Center First Area), Al Kharbash Tower, Office No. 206, Dubai, OAE, P.O. Box: 29767

Phone: +971 (4) 385-76-68

Fax: +971 (4) 385-76-65

E-mail: cons_dubai@mfa.gov.ua

Website: <http://dubai.mfa.gov.ua>

Working hours: 8:30 am - 3:45 pm

Non-working days: Friday, Saturday

GOOD LUCK!

HRQ United – You will only succeed with us!