



General Employment Rules & Regulations

- All the employment & residency procedures will be executed by the GS Section in which ID card will be issued for the new employee.
- This document applies to all free zone licenses customers with visas under Trakhees sponsor and or under companies within Trakhees jurisdiction.
- Trakhees is not responsible for any delays caused by the client or external parties like General Directorate of Residency and Foreigners Affairs and DHA. Therefore, customers have to pay the penalty if any
- All Trakhees companies are obliged to use Trakhees Employment Contract for sponsored and non-sponsored employees "The employment contract available at PCFC-website". Any side of the contract different from Trakhees templates will be rejected.
- Minimum basic salary allowed to sponsor an employee is 700/- AED per month.
- For any additional employee request above approved quota of the facility will be subject to management approval, with non-refundable charge of 5,000/- AED "Request Form for Additional Quota is available at PCFC-website".
- For any Labor issues and Dispute cases, the final decision will be from Dubai Court after issuing the request letter from Dispute section.
- The company obliges to assign a designated PRO who will represent the company at Trakhees GS Section & will be responsible for delivering and collecting the official documents related to the company.
- For additional employments rules & regulations refer to the Personal Secondment Agreement and Trakhees Employment Contract.
- The details for scheduled Medical appointments will be notified through the regular communication channels.

- Duplicate requests may be recalled and refunded prior to processing. However, requests that have already been processed will be cancelled & refunded with deducting the government services charges plus 250 AED service charges.
- Invalid visas that are based on incorrect details in the application form will incur correction charges.
- All application must be typed capital / block letters only.
- After Residency Permit Stamping there will be no refund for any charges.
- All requests related to visas should be made strictly during LD working hours (7:30 am to 3:30 pm).
- Trakhees PRO s are available at Dubai Airport for emergency cases only.
- All communication to any government department should be via TRAKHEES.
- Requests without formal confirmation will not be entertained.
- Trakhees will not be responsible for any employee conducting medical check-up through external clinics (other than the advised Clinic).Hence, the company will be debited full medical check-up charges.

Service Fees & Fines Regulations

- The charges are subject to change according to the government's regulations and internal management decisions.
- For processed transactions & cancelled due to any reason, visa charge is refundable only after deducting all the service charge plus 250/- AED as administration fees. "invoice copy required for the refunding purpose".
- Trakhees will take no responsibility for any fines charged by the Immigration Office or fines occur due to expiry of the visas.
- The company responsible to pay the fines.