



## Customer Procedure (CP) for Free Zone License Renewal Services

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## 1. Purpose and Objective

The purpose of this procedure is to facilitate information to customers regarding the procedural requirements for the renewal of a Free Zone License.

## 2. Scope


This procedure will apply to all Customers within Trakhees' jurisdiction with free zone licence.

## 3. Definitions and Abbreviations

- 3.1 DTCM - Department of Tourism and Commerce Marketing
- 3.2 LD - Trakhees- Licensing Department

## 4. Procedure

4.1 Customer can apply online upload the below required documents:



For online application help, please refer to (Section 3.1.18) of below link:

[http://trakhees.ae/en/Documents/Online\\_Admin\\_ExternalUserManual%20-%20CLD%20web.pdf](http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf)

Type of license	Requirements
License Renewal of Dragoon Mart 1&2&6	<ul style="list-style-type: none"> <li>- Third party approval if required (as per the list of activities with external approval sheet)</li> <li>- Manager valid passport and visa copy.</li> <li>- Copy of Ejari contract</li> <li>- Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses)</li> </ul>



<p>License Renewal of Projects Other than Dragon Mart 1, 2&amp;6</p>	<ul style="list-style-type: none"> <li>- Copy of Trade License.</li> <li>- Copy of Ejari contract</li> <li>- Third party approval if required</li> <li>- Employee list from visa section.</li> <li>- Required NOC letter from Dubai Maritime Authority for Maritime activities.</li> <li>- Manager valid passport and visa copy.</li> <li>- Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses)</li> <li>- Accommodation Tenancy contract of the manager/Owner/Shareholder or Dewa Bill.</li> <li>- Accommodation Tenancy contract of the Employees Or Dewa Bill</li> </ul> <p>Remember:</p> <p>*For Hotels Facility all above documents needed in additional to: -</p> <ul style="list-style-type: none"> <li>- Letter includes No. of Beds &amp; Rooms.</li> <li>- DTCM license copy</li> <li>- Hotel "stars" evaluation from DTCM</li> </ul>
<p>* Notes: if customer will apply online, documents should be attached to the online portal <a href="http://online.trakhees.ae">online.trakhees.ae</a>. In case the customer will apply through Trakhees- Service Centre should apply by sending the documents to the common Email: <a href="mailto:Trakhees.Licensing@pcfc.ae">Trakhees.Licensing@pcfc.ae</a> attaching a signed copy of TRK-LD-LS-CF01b, Application for License (Free Zone).</p> <p>* In case the license is expired and exceeded grace period and customer want to waive the late fees, customer need to submit clearance letter/ or last Dewa bill proving that the shop was not operating. Then late fees will be waived from date of letter or Dewa bill and only for the late renewal fees after one-year expiration,</p>	

4.2 Trakhees-LD will check the availability of required documents and update the system as follow:

4.2.1 Accept: If the submissions comply with requirements and submission will proceed with the renewal process.

4.2.2 Reject: If the submissions do not comply with requirements. Applicant can apply again with new submission number.

4.2.3 More information: If note any missing document, LD will reject the submission and advise to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.3 In case some external approvals are required (depend on the license activity) a note will be given to customers with the required external approvals.

4.4 Customer should guarantee the required approvals, and upload the same online to the same transaction.

4.5 Once the required approval/s are uploaded, payment advice will be generated by the LD and sent to customer email.

4.6 Customer should settle the payment, then approach Trakhees Customer Service Centre with payment receipt. And Trakhees service centre will send the license copy to customer email.

Exception:

In case of manual transaction, Customer will apply in Trakhees Service Centre and will submit TRK-LD-LSCF01b Application for License (Free Zone) with digital copies of the submission documents to the common Email: [Trakhees.licensing@pcfc.ae](mailto:Trakhees.licensing@pcfc.ae). LS will generate a payment advice and send it to customer email, customer should settle the payment and bring the payment voucher to LS then the above procedure will be followed initiated by LS in the system

## 5. Service Completion Time

	Service	Completion Time
5.1	Review Online submission and update submission status (from the date of submission)	2 working days
	Manual Submission request	On spot

5.2	Suggest the need for External approvals from the time NS/EHS/DP approval (from the date of submission).	2 working days
5.3	Generate the payment advice from the time of receiving needed external approval.	1 Working Day
5.4	Issue the license (from date of settle the payment)	1 Working Day

## 6. Service Fees\*

	Service	Fees (AED)
6.1	Renewal Fees for Projects within Dragon Mart 1, 2 and 6	
6.1.1	8.1.1.1 License Renewal fee For Chinese:	
	Commercial license	8,000
	Professional License	9,000
	8.1.1.2 License Renewal fee For non-Chinese	
	Commercial license	11,000
	Professional License	16,000
6.1.2	General Trading fees (only in case general trading activity)	3,000
6.1.3	If special features are added to the Trade Name	
	- Includes Arabized Name	1,000
	- Includes Foreign Name	2,000
	- Includes Region	1,000
	- includes abbreviation	2,000
	- includes Gulf	2,000
	- includes Number	2,000
	- Includes Trade Mark	1,000
	Note:	

	<ul style="list-style-type: none"> <li>In case of local branches, only the normal trade name fees will be collected and no additional fees will be added for special features.</li> <li>In Case of Overseas branches the trade name fees will be calculated as like a main license and additional fees will be added for special features.</li> </ul>	
6.1.4	In case number of activities exceeds the allowed number of activities (while allowed number of activities for commercial license are 7 and for professional license are 5)	500/ activity
6.2	Projects other than Dragon Mart 1,2 and 6	
6.2.1	License Renewal fee	
	Commercial	600
	Professional	550
	Industrial	600
6.2.2	General Trading fees (only in case general trading activity)	3,000
6.2.3	Employees Accommodation fees	
	A category	1,000
	B category	500
	C category	300
	For people live inside Dubai and submit DEWA Green Bill ( including Housing Fees ) and EJARI	0.0 (200 Sq.ft for each person)
6.2.4	Service improvement fee	

	For Professional License: - For Bank / Hotel / Furnished Apt - for other facilities For Commercial License	1,000 300 500
6.2.5	Service agent fee (for Professional license)	700
6.2.6	Shareholder Accommodation Fee - If the shareholder live outside Dubai - If the shareholder live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation - If the shareholder live in Dubai and didn't submit Dewa Bill	1,000 0 1000
6.2.7	Manager Accommodation Fee - If manager is one of the shareholder - If manager is not one of the shareholder ▪ If the manager live outside Dubai/ has shared tenancy, ▪ If the manager live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation.	0 1,000 0



	<ul style="list-style-type: none"> <li>If the manager live in Dubai and didn't submit Dewa Bill.</li> </ul>	1,000
6.2.8	<p>Market Fee : 7.5% from the annual rent of the Facility</p> <p>*If the facility type is Hotel :</p> <p>* If the facility type is Hotel Apartment:</p>	<p>1,000 * No. of Beds for 5 Star Hotels - 600* No. of Beds for 4 Star Hotels 500 * No. of Beds for 3 or 2 Star Hotels</p> <p>500 * No. of Beds for Normal Hotel apartment 750 * No. of Beds for Luxurious Hotel apartment</p>
6.2.9	<p>If special features are added to the Trade Name</p> <ul style="list-style-type: none"> <li>- Includes Arabized Name</li> <li>- Includes Foreign Name</li> <li>- Includes Region</li> <li>- includes abbreviation</li> <li>- includes Gulf</li> <li>- includes Number</li> <li>- Includes Trade Mark</li> </ul>	<p>1,000 2,000 1,000 2,000 2,000 2,000 1,000</p>
6.2.10	Local Fees	500
6.2.11	License Printing Fee	50
6.2.12	Sign Board Fees	350

6.2.13	In case number of activities exceeds the allowed number of activities (while allowed number of activities for commercial license are 7 and for professional license are 5)	500/ activity
6.3	Late Renewal Fees	2000 per month
6.5	Manual submission fee	100

\* 10 AED Innovation fees and 10 AED for knowledge fees are to be added for each service.

## 7. Related Documents and Forms

7.1 TRK-LD-LS-CF01b, Application for Registration of Free Zone License.

7.2 TRK-LD-LS-CF01m, Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses)

## 8. Applicable References and Regulations

Licensing Department regulations

## 9. Process Workflow

