

**Jumeirah International LLC (“Jumeirah Group Properties”)  
TERMS AND CONDITIONS for GUEST VISA SERVICE**

**VISA EXEMPTIONS**

**Nationalities eligible for visa on arrival**

The Department of Naturalization and Residence in Dubai have introduced a visa on arrival facility for 32 nationalities. Citizens of the following countries will have a 30 day visit visa stamped on their passports at the port of entry, eliminating the need to apply for a visa prior to arriving in the UAE. These can be extended for another 30 days by paying an additional AED 620.

Andorra, Australia, Austria, Belgium, Brunei, Denmark, Finland, France, Germany, Great Britain, Greece, Holland, Hong Kong SAR, Iceland, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Malaysia, Monaco, New Zealand, Norway, Portugal, San Marino, Singapore, South Korea, Spain, Sweden, Switzerland, USA and Vatican City.

**GCC Countries**

Residents of the Gulf Cooperation Council should confirm with the UAE Consulate or Embassy in country of residence before traveling to the UAE.

**VISA REQUIRED**

All Nationalities which are not included in the 32 countries, are not eligible for visa on arrival, and must apply for a visa through the UAE immigration authorities. Jumeirah Group Properties offer a Guest Visa Service that arranges service or tourist visas for Guests visiting the UAE and staying at one of the Jumeirah Group Properties.

**JUMEIRAH GUEST VISA –TERMS AND CONDITIONS**

List of Documents required to process Visas for guests:

1. Clear and valid passport copy of each guest (minimum validity of 6 months prior to arrival).
2. Completed and signed Entry Visa Request Form for each guest.
3. A clear photocopy of the guest’s credit card – both sides including cardholder signature.
4. Passport photocopy of the credit card holder.
5. Completed and signed Credit Card Pre Authorization Form.
6. Signed Jumeirah Guest Visa Terms and Conditions.

**Types of visa**

1. Service Visa will be issued for a period of stay less than 14 days. The Service Visa is non extendable.
2. Tourist Visa will be issued for a period of stay exceeding 10 days and less than 30 days.

**Jumeirah Guest Visa Service**

Guests must make the following applicable payments to Jumeirah Group Properties before any visa applications are made on behalf of the Guests. All payments made by credit card must be made by the Guest; only in exceptional circumstance will Jumeirah Group Properties accept credit card payment by third parties on behalf of a Guest. No cash payments will be accepted.

**Governmental Fees**

1. All government fees related to the Guest visa application will be charged to the guest.
2. Government fees are subject to change.
3. Government fees are non refundable.

### **Jumeirah Guest Visa Service Administration Charges**

1. A charge of AED 260 will be charged to the Guest for a Tourist Visa.
2. A charge of AED 360 will be charged to the Guest for a Service Visa. This is non extendable.
3. A minimum two nights stay at the selected Jumeirah Group Properties to be charged to the guest's credit card.
4. In the event that visa application is rejected by the Department of Naturalization and Residence in Dubai or Abu Dhabi, Jumeirah Group Properties will charge a Guest Visa Service administration fee of AED 210 to be deducted from the original Guest Visa Service administration fee, the balance of the original Guest Visa Service administration fee and the 2 nights stay at Jumeirah Group Properties will be refunded.
5. Jumeirah Group Properties reserves the right to change at anytime its charges without prior notice to the Guest.
6. Jumeirah Group Properties' Administration charges, in the event of a No-Show or late Cancellation, are non refundable.

### **Security Deposit**

1. A Security Deposit of AED 5,000 will be required for citizens of the following nationalities: all former CIS countries, Afghanistan, Iraq, Nigeria, Pakistan, Sri Lanka, Bangladesh, Morocco.
2. A Security Deposit of AED 5,000 will be required for female guests under the age of 25 who are unaccompanied by a relative.

### **Cancellations of Visa and Reservations**

1. Guests may cancel visas arranged by Jumeirah Guest Visa Service.
2. Government fees and Jumeirah Guest Visa Service administration charges, in the event of cancellation are non refundable.
3. All visa cancellations are subject to a charge of AED 90.

### **Processing time**

1. Visa applications submitted by the Jumeirah Guest Visa Service take approximately 3-4 working days to process (excluding weekends and public holidays).
2. Guests requiring urgent visas must contact the selected Jumeirah Group Property directly. Additional fees and charges will apply for urgent applications.
3. Jumeirah Group Properties take no responsibility whatsoever to any delays that may arise in the visa application process.

### **Visa validity**

1. The holder of an internet visa must arrive from Dubai, Sharjah or Abu Dhabi.
2. The holder must leave UAE when checked out from the hotel. A fine will be payable to Dubai Immigration for each day overstayed.
3. Guests who remain for a further stay in the UAE following check-out from a Jumeirah Group hotel are in breach of these terms and conditions and their respective Tourist Visa, and may face court action and/or penalties.

### **VISA CONDITIONS**

1. The Jumeirah Guest Visa Service is not available to individuals who are not staying at one of the Jumeirah Group Properties, or to companies that do not have a pre existing credit facility with Jumeirah Group Properties.
2. The Jumeirah Guest Visa Service is not available for individuals or companies already in the UAE.
3. Guests must arrive on the exact date of the Jumeirah Group Properties reservation.
4. The Service and Tourist Visas are issued by the UAE immigration authorities to the



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Jumeirah Group Properties on the basis that the Guest will stay at one of the Jumeirah Group Properties during their stay in the UAE and will not extend their stay elsewhere in the UAE.

5. Guests who remain for a further stay in the UAE following checking out from the Jumeirah Group Properties are in breach of these Terms and Conditions and their respective Service or Tourist visas and may face Court action and or penalties.

6. Jumeirah Group Properties shall report any overstay by guests to the immigration authorities and takes no responsibility for any Guests that overstay in the UAE.

7. Jumeirah Group Properties reserves the right not to offer the Guest Visa Service without giving a reason.

**IMPORTANT DETAILS**

1. The issue of visas is subject to the sole approval of the Department of Naturalization and Residence in Dubai or Abu Dhabi and cannot be guaranteed by the Jumeirah Group Properties.

2. Governmental fees are subject to change and are non-refundable under any circumstances.

3. The issue of a visa does not guarantee entry into the UAE. As with immigration authorities in other countries, entry is at the ultimate discretion of the UAE Immigration Authorities.

4. The issued visa becomes invalid if the information on the visa changes.

It is the responsibility of the Guest to ensure that visa conditions set out in these Terms & Conditions and by UAE laws and regulations are still valid at the time of travel to the UAE. Jumeirah Group Properties will accept no responsibility for any changes to UAE laws and regulation.

I hereby acknowledge that I have read and accept these Terms and Conditions.

Name of Guest

Signature of Guest

\_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_