

Guidelines:

Health Requirements for Massage, Relaxation, Spa & Therapeutic

Centres

PCFC- Entity (Business Unit) Name	:	Trakhees – Department of Planning & Development
Department Name	:	Environment, Health, Safety & Sustainability (EHSS)
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1. Purpose

- To ensure the commitment of all Massage, Relaxation & Spa Centres to the public health requirement norms.
- To ensure the implementation of a 'Unified Health Requirements Program in all Massage, Relaxation, and Spa centres in the jurisdiction of PCFC – Ports, Customs & Free Zone Corporation, Dubai.

2. Scope

The Health requirements apply to all Massage, Relaxation, and spa centres operating in the area of Jurisdiction of PCFC (Ports, Customs & Free Zone Corporation), Dubai

3. Details of Implementation

3.1 Documents

- 3.1.1 A valid professional Trade license issued by Trakhees Licensing Division /JAFZA should be secured and available at the facility.
- 3.1.2 Commercial name should reflect the service provided by the Centre. The signboard should reflect the licensed facility name.
- 3.1.3 A valid Dubai Health Authority (DHA) License / Permit for the facility and applicable staff (Therapists) should be secured in therapeutic Massage Centers.
- 3.1.4 Updated staff list with all required and relevant data of all staff members must be available.
- 3.1.5 All the staff should obtain an Occupational Health-Certificate (OHC) issued by DHA.
- 3.1.6 Only permitted services in the licensed activity are allowed to be performed in the facility.
- 3.1.7 Modification Completion Certificate (MCC) / Operation Fitness Certificate or Activity Verification Certificate (OFC/ NOC AV) should be obtained from Trakhees Building Regulations & Permits - DEP and EHSS respectively) and shall be available in the facility.



3.1.8 All applicable employees are required to register and obtain mandatory Public Health Training from the Accreditation section in Building Regulations & Permits - DEP

3.1.9 EHSS file (hard/soft copy) should be available with all the required documents for verification during inspection.

3.2 Staff:

3.2.1 Wear uniforms during working hours & keep them clean.

3.2.2 The personal hygiene of the staff should be maintained.

3.2.3 Sanitize hands before & after each activity.

3.3 Furniture:

3.3.1 The furniture used should be kept clean & made from easy-to-clean materials.

3.3.2 Cupboard & drawers for keeping towels & tools should be provided.

3.3.3 Storage inside the cabinets should be arranged appropriately.

3.4 The Centre should provide the following:

3.4.1 A valid pest control contract with an approved agency and treatment records should be available.

3.4.2 Waste bin with cover for waste collection.

3.4.3 Commitment towards general cleaning throughout the premises. The facility should implement effective cleaning and disinfection in all areas (not limited to cabinets/drawers/shelves) to ensure hygiene within the facility. Daily cleaning checklist for the entire premises should be updated accordingly.

3.4.4 To avoid re-use of dirty towels, a sufficient number of towels should be provided.



- 3.4.5 Provision of a cupboard for keeping clothes.
- 3.4.6 Disposable bed sheet rolls to cover the massage beds after each use.
- 3.4.7 Not allowed to keep any advertisement that violates the ethics in the centre.
- 3.4.8 A plastic laundry basket, net type, for collection of soiled towels/aprons/uniforms should be provided.
- 3.4.9 Provision of Disposable slippers in each massage room.
- 3.4.10 Contract with a laundry for washing the linen/towels/uniform etc. used in the facility. Laundry bills for the same should be preserved/ filed in the facility.

3.5 Cosmetic & Health products

- All cosmetic and health products (non-Arabic labelling and non-English labelling) used in the facility shall comply with Emirates standards and specifications & shall be registered with Dubai Municipality - Health & Safety Department - Registration & Permit Section. Documents for reference should be available.
- Sticker must be placed on the cosmetic container showing the opening date, especially for products that rely on an expiration period from the date of opening.

3.6 Store

Unused or unwanted products should not be stored in the facility. Products meant for personal use, which are not related to the activity/services provided, should not be stored in the premises. The premises or any part of them should not be used as a storage area.

3.7 General notes

- 3.7.1 Smoking is not allowed inside the centre. No Smoking sign should be displayed at the entrance.



- 3.7.2 Appropriate signboards related to gender should be fixed wherever necessary.
- 3.7.3 Emergency contacts must be displayed in the facility
- 3.7.4 Accommodation and cooking are not allowed in the centre.
- 3.7.5 Sleeping mattresses are not allowed in the staff room for sleeping purposes.
- 3.7.6 Carpets are not permitted inside the facility.
- 3.7.8 A first aid box must be provided and replenished regularly with appropriate supplies.
- 3.7.9 Insect killer and /or suitable means of insects & flies control should be established.

3.8 Specific requirements

- 3.8.1 Each Massage, Relaxation and Spa Centre should provide services to one gender only (male or female) and the staff who offer these services should be of the same gender (male staff to male clients, female staff to female clients).
- 3.8.2 If the Massage, Relaxation & Spa Centres are approved to provide services for both males and females, Gender Separation must be available for each gender, and the centre must mention working hours for each gender at the entrance of the premises.
- 3.8.3 Area must be sufficient considering the extent of operation in terms of no. of worker / customer, furniture, machinery, etc.
- 3.8.4 Suitable massage beds should be provided in massage rooms. Ruptured massage beds or beds with cracks are not allowed.
- 3.8.5 Only one massage bed is allowed in one room for body massage. Provision of a partition between beds is required in rooms containing more than one bed.
- 3.8.6 The door between gents and ladies facility should be closed permanently.



- 3.8.7 Windows, balcony, and Doors should be kept closed as per premises or licensed activity.
- 3.8.8 Special permit /approval to work after 12 midnight should be obtained (if required for extra business hours operation)from Licensing and Services - DEP
- 3.8.9 Internal announcement (Arabic and English) must be displayed at a noticeable area covering the following points:
- Indicate that the centre is not for healthcare and does not provide medical services for patients.
 - Inform clients to seek medical advice from a doctor in case of sickness before receiving the service.
 - Caution for pregnant women while using the service.

Note: The swimming pool (If any) must comply with the requirements of Trakhees – EHSS Swimming Pool Guideline.