

## Guide Booklet for Commercial Licensing Department Customers

### Guide Booklet to process trade license transactions

#### Dear Valued Customer,

Business owners shall not practice any professional or commercial or Industrial activity without a license. For the sake of having a proper business alignment in determining the rules and regulations, the department of planning and development – Trakhees has issued this guide booklet to indicate the best methods for practicing Commercial & Professional activities within the Special Development Zone to avoid any violations.

#### Ensuring the following are included within Commercial & Professional activities:

- License.
- Authorized activity.
- Location where the activity is practiced.

#### Compliance

Complying with the activity being practiced based on the rules and regulations will help you avoid many violations taking into account the following:

- Shall not practice any professional or commercial activity without a license.
- Complying with the mentioned activity for licensing.
- Get an official approval from the Department to add any activity in the license.
- Shall not use the work location as a residence.
- Get an official approval from the department in case there is a change in the activity's location.
- Place a copy of the trade license or commercial permit at the shop entrance.

#### Additional practices and activities that need permits:

- Working overtime (after 12 am)
- An office or additional offices for a valid license.
- Opening restaurants / cafeterias in the morning during Ramadan.
- Installation of ATM within the assigned area of the bank.
- Installation of Ramadan tents to practice commercial activities.
- Shall not distribute any print ads.
- Promotional campaigns
- Signboards

### Dear Valued Customer,

Avoiding the following practices and activities prevent you from experiencing legal liabilities:

- Store** : Opening of store with an expired / cancelled trade license by the Commercial Licensing Division.
- Traveling Sales people** : Allowing or facilitating the presence of Traveling Sales people to practice their activities within your store location.
- Frosting** : Placing types of frosting on all sides of store to obstruct viewing from outside.
- Paper Stickers** : causing distortion on the buildings' walls by placing paper stickers
- Act of Forgery** : Submission of forged and / or incorrect data or documents to the Commercial Licensing Division.
- Act of Gambling** : Installation of gambling machines or any related act of misconduct.
- Salons and Health Clubs** : Working or presence of men in women beauty salons or health clubs and vice versa.
- Shisha and Cigarettes** : serving shisha or selling cigarettes for those under age
- Ads about selling and renting** : Ads related to selling and renting of licenses of all their types via newspapers or other types of ads.
- Attracting customers by calling them** : Selling technique by calling customers to have a look at the goods.
- Promotions** : Abide by the locations of the event where the promotional campaigns will be held.
- Methods of ads** : Placing ads on the pedestrian road or building pathway, distributing and placing paper ads on the car.
- Manipulation** : Manipulation happening during the draw related to promotional campaigns.
- Prize** : Not handing over the prize for the winners within the specified period.
- Shisha** : Serving shisha outside the café after 12 am.
- Storage** : Storing inside offices and residence.
- Maintenance** : Lack of maintenance on the signboards with defects.
- Tickets** : Distributing ticket prize in promotional campaigns exchanged with money.
- Closed cabins** : Not allowing the presence of closed cabins inside café or hall.
- Other entities** : Adding an activity needs an official approval from the department.
- Warehouses** : Not getting an official approval from the concerned entities on the storage warehouses to practice any of the following activities (Trading / Industrial / Professional).
- Indecent photos** : Placing indecent graphics or photos on brands or signboards.
- Signboards** : Installation of signboards only after getting a permit in advance.
- Illegal labours** : It is prohibited to hire illegal labours only if official documents related to labour card, residency, etc. are received from the concerned authorities in the Emirate.