



Customer Procedure (CP) for Issuance of New Free Zone License

PCFC- Entity (Business Unit) Name	: Department of Planning and Development - Trakhees
Department Name	: Licensing & Services Department
Section Name	: Commercial Licensing Section
Document Reference Number	: PCFC-TRK-LSD-CLS-CP-01
Revision Number	: 23
Revision Date	: March 2026
Classification	: Public

Table of Contents

1. Purpose and Objectives	3
2. Scope	3
3. Definitions and Abbreviations	3
4. Procedure	4
4.1 Trade Name Reservation	4
4.1.1 Online submission	4
4.1.2 Trade Name Reservation Manual Submission.....	6
4.2 Initial approval:.....	7
4.3 License Issuance	10
5. Service Completion Time.....	11
6. Service Fees*	11
7. Related Documents and Forms	15
8. Applicable References and Regulations	16
9. Process Workflow	17
10. APPENDIX - I	21

1. Purpose and Objectives

The purpose of this procedure is to facilitate information to customers regarding the procedural requirements for issuing a free zone license by Trakhees.

2. Scope

This procedure will apply to all customers of free zone licenses within Trakhees' jurisdiction, and will also involve any external parties concerned with the customer requirements.

3. Definitions and Abbreviations

- | | | | |
|------|--------------------------------------|---|--|
| 3.1 | Trade name with number | - | Trade Name includes numerical digits (e.g. China 2000 Trading). Writing numbers in letters is excluded (e.g. China one). |
| 3.2 | Trade Name that includes Gulf | - | The Trade Name includes any of the words Gulf |
| 3.3 | Trade name that includes a trademark | - | Part of the Trade Name is a Trademark |
| 3.4 | Trade Name with Abbreviations | - | The Trade Name includes an abbreviation (e.g. A.L. Tradin |
| 3.5 | Arabized Trade Name | - | Trade Name includes foreign words that cannot be translated into Arabic (e.g. Platinum). |
| 3.6 | Trade Name that includes a region | - | Trade Name includes regional references (e.g. East, West, International, American, European) |
| 3.7 | Foreign words | - | Trade Name includes foreign words |
| 3.8 | External approval | - | Approval required from an external entity to practice some type of activity. |
| 3.9 | DET | - | Dubai Economy & Tourism |
| 3.10 | GCC | - | Gulf Cooperation Council |
| 3.11 | FZCO | - | Free Zone Company, which is a limited liability company with two to 25 shareholders. |

- 3.12 FZE - Free Zone Establishment, which is a limited liability company with one shareholder.
- 3.13 CLS - Commercial Licensing Staff

4. Procedure

4.1 Trade Name Reservation

4.1.1 Online submission

4.1.1.1 Registration & application

- First, the customer needs to be registered as a person in Trakhees for online services at the below link:

<https://online.trakhees.ae/oaservices/noncustomer/person/register/verifyEmail/form.htm?role=licenseApplicant>

- Customer should then apply for Trade Name reservation, going for [Trakhees Online Portal](#)>Log in with your account> **License Service**> and then choose the Trade Name Reservation option.
- The customer should search the proposed 'Trade name', and if Trade name is available (i.e not already used), customer needs to upload the required documents as per below:
 - If owner is local or GCC required copy of passport or Emirates ID
 - If manager is non- local required copy of passport with visa page or Emirates ID.
- Accordingly, the Payment advice (PA) will be generated, and PA amount will be reserved from pre-paid account.

Notes:

- a. Customer should ensure that their Pre-paid account has sufficient amount.
- b. Customer need to take into consideration the below guidelines for choosing Trade Name:
 - Trade Name to be related to the license type.
 - The name should not have obscene or indecent words, and should not be offending to the general public even if it is a personal name.



- The name should not include Allaah's name nor "God" or His divine attributes, for example (al wader, al alee, al razzaq, etc).
- If the business includes the name of a person, that person must be a partner/owner in the license. (For example, a license issued for Mohammed Al Ghamdi, cannot include the name Mohammed Al Zaheri).
- Family names should not be used as a trade name unless it includes the first name. (For example, Ahmed al Ghandi cannot have "Al Ghandi Contracting", he must change it to "Ahmed al Ghandi Contracting").
- Names should be written literally and not translated. (For example, if the Arabic name is (الصقر للمقاولات) it must be written as "al Saqer contracting".
- The name should not include the name of a country or government.
- The business name must strictly reflect the business activity.
- The name cannot include any restricted names such as global political organisations, religious sectarian organisation etc. (For example, FBI, Mafia.).
- The name should not include any of the punctuation marks, such as (., !?/).

- The customer will receive notification by email and SMS with the request number.

4.1.1.2 Review & Approval

- Commercial licensing services staff will verify and check the availability of the required documents and accordingly:
 - **Accept:** If the submissions comply with requirements and submission will proceed with the Trade name process.
 - **Reject:** If the submissions do not comply with requirements. The applicant can apply again with a new submission number.
 - **More information:** If any required document is missing, Commercial licensing services staff will reject the submission and advise modifying the trade name.



- Once the submission is accepted, the system will send a notification to customer by email and SMS with Trade Name Certificate.

4.1.2 Trade Name Reservation Manual Submission

4.1.2.1 Customer should approach Commercial licensing services outsourcing business centre and submit the documents listed below by email to:

Trakhees.Licensing@pcfc.ae

- Name Reservation Application Form (TRK-LSD-CLS-CF01a).
- If the owner is local or GCC, a required copy of Passport or Emirates ID.
- If the owner is non-Local, a required copy of Passport with Visa page or Emirates ID.

4.1.2.2 Commercial licensing services outsourcing business centre staff will check the availability of the required documents and accordingly:

- **Accept** the request and proceed with the trade name reservation process.
- **Reject** the request in case any of the required documents are missing. Commercial licensing services outsourcing business centre staff should explain to the customer the reason for rejecting the application.

4.1.2.3 Commercial licensing services outsourcing business centre staff will then review the suggested name (First name, if not applicable, then the second name, and so on), and only if the name complies with the guidelines and is available to be reserved, Commercial licensing services outsourcing business centre staff will reserve the name, sending the payment advice to the customer by email.

4.1.2.4 Customer should settle the payment.

4.1.2.5 Once the payment is settled, the customer should notify Commercial licensing services outsourcing business centre staff, customer will receive the Trade name certificate through email.

4.2 Initial approval:

4.2.1. The customer should approach the Commercial licensing services outsourcing business centre, requesting attestation of the Board resolution. All the partners, Directors, company manager, secretary and legal representative should be available in the Commercial licensing services outsourcing business centre with their original Passports for signing document with submitting the below required documents by email: Trakhees.Licensing@pcfc.ae:

a.	TRK-LSD-CLS-CF01b, Application for Registration of Free Zone License
b.	Required NOC letter from the Dubai Maritime Authority for Maritime activities
c.	Required NOC letter from Dubai Municipality for Contracting and Consultancy Engineering activities
d.	If the owner/partners are local & GCC requires a copy of the passport and Emirates ID.
e.	Acknowledgement and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LSD-CLS-CF01m.
f.	TRK-LSD-CLS-CF01ab, Undertaking and Acknowledgement for Tourist Broker Services (in case the license activity is Tourist Broker Services only).
g.	If owner/partners are non-local, a required copy of the passport with visa page, Emirates ID and NOC letter from the sponsor/ visit visa or TRK-LSD-CLS-CF01l Acknowledgement and Undertaking form.
h.	Required NOC letter from Developer for activities (Managing Office, General Trading, Leasing & Management of Self- Owned Property, Building Contracting, Project Management Services, Technical & Occupational Skills Training, Occupational Safety Training, First Aid Training Center, Advanced First Aid Training Center, Transport Services Training, Fine Arts Training, Cooking & Household Training Services if the company require to practice above activities in warehouse.
i.	If any of the partner age below 18 require to provide Letter form Awqaf and Minors Affairs Foundation or the Dubai Court.
	Note:



	Not allowed for people below 18 years old to be the owner or manager in the license
j.	In case one of the owners is a company established in the UAE: • Require an attested board resolution to be a partner or owner • Passport copies for all shareholders. • License copy. • Acknowledgement and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LSD-CLS-CF01m. • No objection letter from the authority for free zone companies • Memorandum and Articles of Association
k.	In case one of the owners is a company established outside the UAE: • Require an attested board resolution to be a partner or owner. • Passport copies for all shareholders. • License copy. • Acknowledgement and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LSD-CLS-CF01m. • Memorandum and Articles of Association Note: All above requirements should be attested by the UAE consulate, the Ministry of Foreign Affairs and a legal translation to Arabic.
l.	Board Resolution TRK-LSD-CLS-CF01e
m.	(TRK-LSD-CLS-CF01i) Memorandum and Articles (FZCO) or (TRK-LSD-CLS-CF01j) Memorandum and Articles (FZE) as per legal type of registration licenses.
n.	Lease contract or letter from the owner or Developer.
o.	Trade Name Certificate Copy
p.	*For operating the hotel facility all above documents needed in addition to - Letter includes No. of Beds & Rooms. - DET license copy



	Hotel “stars” evaluation from Dubai Economy and Tourism (Refer APPENDIX –I)
q.	For Branch License: In case the company is established in the UAE: • NOC letter for opening a new branch from the main company. • Passport copies for all shareholders. • Trade Name Certificate copy • Main License copy. • MOA for main license • TRK-LSD-CLS-CF01b-Application for Registration of Free Zone License • Acknowledgement and Undertaking (Operational Requirements for Trakhees Licenses), TRK-LSD-CLS-CF01m. • Lease contract or letter from the owner or Developer. - Manager Passport copy with visa page and NOC letter from his sponsor to be the manager or under the form For Branch License (Overseas): In case the company is established outside the UAE: • Require attested board resolution to be a partner or owner. • Passport copies for all shareholders. • Main License copy • Memorandum and Articles of Association Note: All above requirements should be attested by UAE consulate, Ministry of Foreign Affairs and a legal translation to Arabic. Required NOC letter from the Ministry of Economy.

4.2.2. Commercial licensing services outsourcing business centre staff will verify the identification of the attendees and make sure that all required are present.

4.2.3. Customer and all concerns or authorized person should sign the Board resolution (and MOA) in the Commercial licensing services outsourcing business centre.

4.2.4. Commercial licensing services outsourcing business centre staff will check the availability of the required documents and accordingly:

- **Accept** the request and proceed with the initial approval process.
- **Reject** the request in case of missing required documents. Customer service should explain to the customer the reason for rejecting the application.

4.2.5. Commercial licensing services outsourcing business Centre staff will then initiate the request for initial approval, generate the payment advice and send to the customer by email.

4.2.6. Customer should settle the payment. In case external approvals are required, the customer should provide them after payment.

4.2.7. Customer will receive the initial approval certificate after security approval by email.

- If the customer is not required to provide a letter for the bank to open a company account will add a remark in the trade license.

4.3 License Issuance

4.3.1. Customer should approach Commercial licensing services outsourcing business centre and submit the documents listed below by email to: Trakhees.Licensing@pcfc.ae:

- Initial approval certificate.
- External approval if required.
- Ejari copy if available, depending on location.

4.3.2. Commercial licensing services outsourcing business centre staff will proceed with the transaction. The customer will receive the Licence issuance payment voucher by email.

4.3.3. Customer should settle the payment and notify the Commercial licensing services outsourcing business centre.

4.3.4. In case the customer did not submit information for the establishment bank account, the customer will receive a trade license copy only with a remark through email:

4.3.5. Once the Customer opens a company account with the bank and notifies Commercial licensing services outsourcing business centre, the customer will receive below documents through email:

- Trade license copy

- Share Certificate copy.
- Certificate of Formation copy.
- Board Resolution (TRK-LSD-CLS-SF01v).

5. Service Completion Time

	Service	Completion Time
5.1.	Trade Name Reservation online submission reviewing submitted document and update the submission status	2 Working days
5.2.	Trade Name Reservation manual submission till generate payment advice	On spot
5.3.	Issuing Trade Name certification (Once the customer settle the payment and Commercial licensing services outsourcing business center)	On Spot
5.4.	Initial approval, online submission review the documents submission till issue the payment advice)	2 Working day
5.5.	Initiating the initial approval request (from the time of document submission till issuing payment advice)	On spot
5.6.	Issuing an initial approval certificate (Once the customer settle the payment and the Commercial licensing services outsourcing business center)	On Spot
5.7.	License issuance request (from the time of document submission till issuing payment advice)	On Spot
5.8.	Print License (Once the customer settle the payment and the Commercial licensing services outsourcing business centre)	On Spot

6. Service Fees*

No.	Process	Fees (AED)
6.1	Trade Name Reservation:	

No.	Process	Fees (AED)
	- Normal Trade Name - Additional Fees will be added to the payment if the trade name includes special features as below: ▪ Includes Arabized Name ▪ Includes Foreign Name ▪ Includes Region ▪ includes abbreviation ▪ includes Gulf ▪ includes Number ▪ Includes Trademark Note: • In case of local branches, only the normal trade name fees will be collected and no additional fees will be added for special features. • 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.	600 1,000 2,000 1,000 2,000 2,000 2,000 1,000
6.2	Initial Approval	100
6.3	License Issuance	
6.3.1	Project within Dragon Mart 1,2 &6 (Chinese fees): 6.3.1.1 Type of License: - Commercial license - Professional License.	8,000 9,000 1,000

No.	Process	Fees (AED)
	6.3.1.2 In case Inspection Department approval is required (as per the activity type) 6.3.1.3 In case number of activities exceeds the allowed number of activities (while allowed number of activates for commercial license are 7 and for professional license are 5) 6.3.1.4 Documents Verification / Attestation 6.3.1.5 Contracting Activities Fee	500/ activity 200 10,000
6.3.2	Project within Dragon Mart 1,2&6 (Non-Chinese fees): 6.3.2.1 Type of License: - Commercial license - Professional License. 6.3.2.2 In case Inspection Department approval is required (as per the activity type) 6.3.2.3 In case number of activities exceeds the allowed number of activities (while allowed number of activates for commercial license are 7 and for professional license are 5) 6.3.2.4 Documents Verification / Attestation 6.3.2.5 Contracting Activities Fee	11,000 16,000 1,000 500/ activity 200 10,000
6.3.3	Project other than Dragon Mart 1,2 & 6: 6.3.3.1 Type of License - Commercial,	600

No.	Process	Fees (AED)
	- Professional	550
	- Industrial	600
	6.3.3.2 Service agent fee	700
	6.3.3.3 Service improvement fee	300
	6.3.3.4 Shareholder Accommodation Fee	
	- If the shareholder live outside Dubai,	1,000
	- If the shareholder live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation	0
	- If the shareholder live in Dubai and didn't submit Dewa Bill,	1,000
	6.3.3.5 Manager Accommodation Fee	
	- If manager is one of the shareholder	0
	- If manager is not one of the shareholder	
	▪ If the manager live outside Dubai/ has shared tenancy,	1,000
	▪ If the manager live in Dubai and submit Dewa Bill including hosing fees and Ejari copy for accommodation	0
	▪ If the manager live in Dubai and didn't submit Dewa Bill.	1,000
	6.3.3.6 If the license is for hotel. (Refer APPENDIX -I)	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

No.	Process	Fees (AED)
	6.3.3.7 If the facility type is Hotel Apartment	500 * No. of Beds for Normal Hotel apartment AED 750 * No. of Beds for Luxurious Hotel apartment
	6.3.3.7 Market Fees (not for hotels)	calculated as 5% of the shop lease amount
	6.3.3.8 Documents Verification / Attestation	200
	6.3.3.9 License Printing Fees	50
	6.3.3.10 Trade Names & Markets Advertisement	350
	6.3.3.11 Service Request Form	50
	6.3.3.12 General Trading Activity Fee (only in case general trading activity).	15,000
	6.3.3.13 Contracting Activities Fee	10,000
	6.3.3.14 Local Fees	500
6.4	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

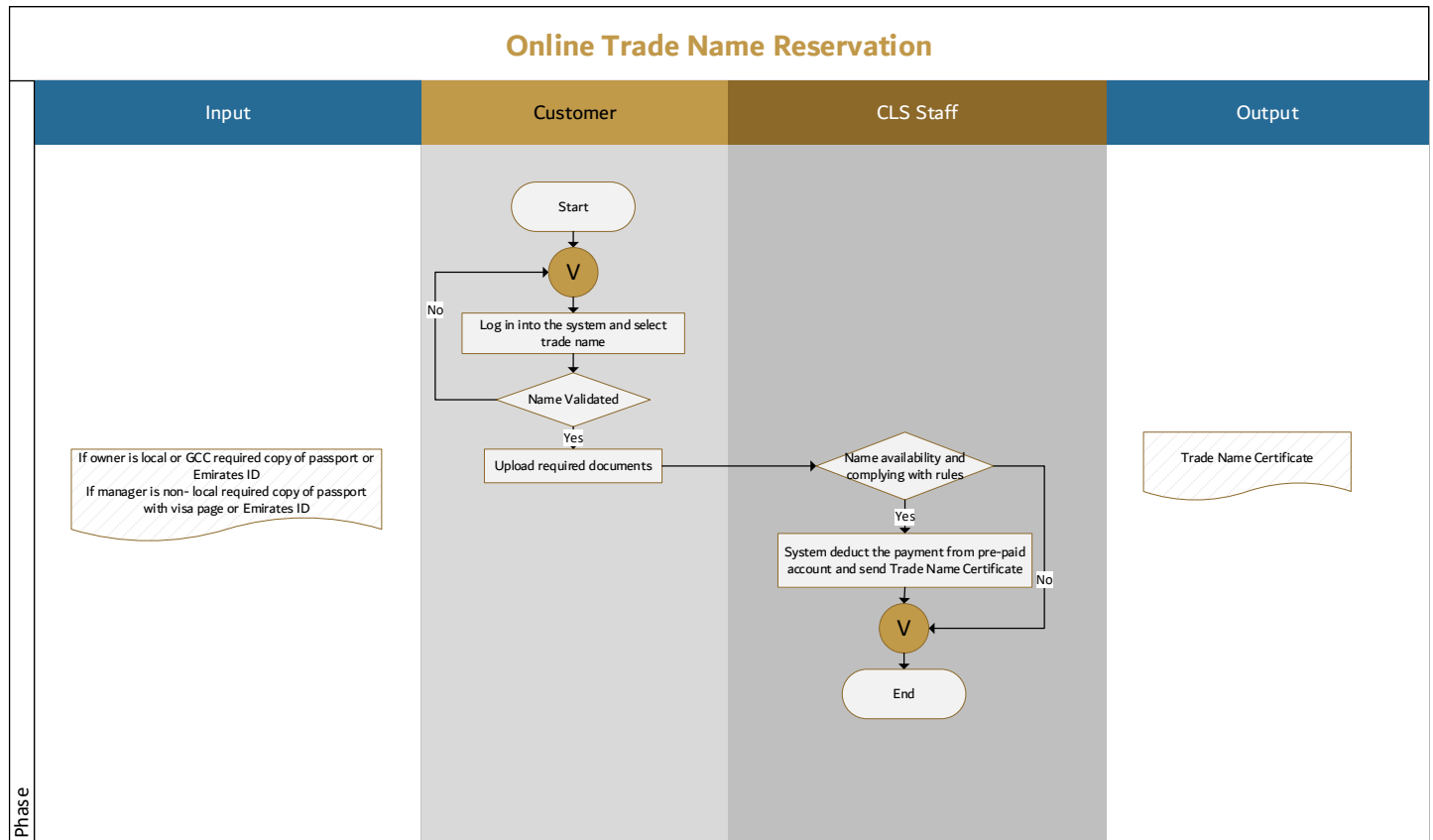
- 7.1. TRK-LSD-CLS-CF01a - Name Reservation Application Form.
- 7.2. TRK-LSD-CLS-CF01b -Application for Registration of Free Zone License.
- 7.3. TRK-LSD-CLS-CF01e -Board Resolution FZCO-FZE.
- 7.4. TRK-LSD-CLS-FS01b, Certificate of Formation.
- 7.5. TRK-LSD-CLS-FS01c, Share Certificate FZCO.

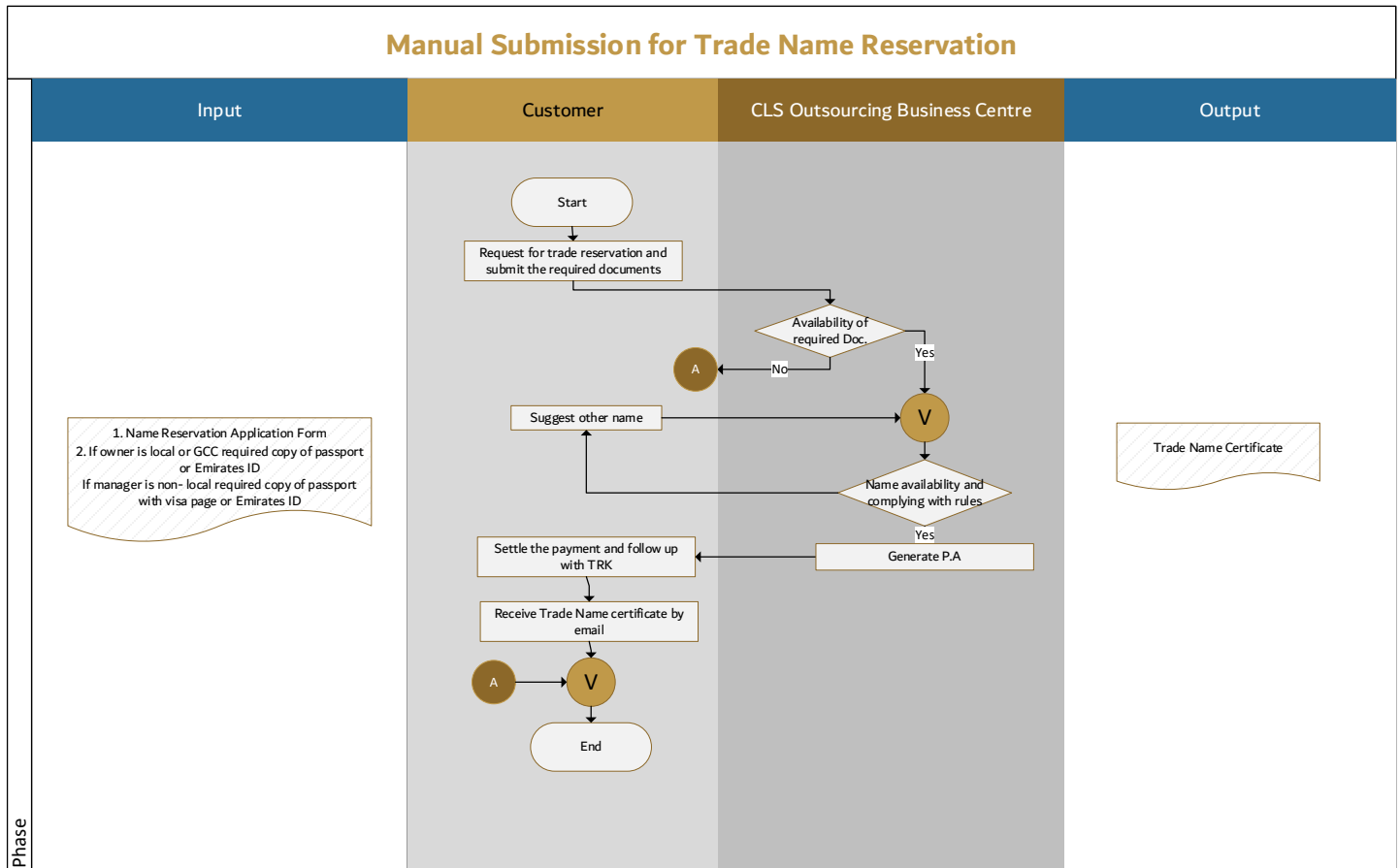
- 7.6. TRK-LSD-CLS-FS01d, Share Certificate FZE.
- 7.7. TRK-LSD-CLS-SF01e, Initial Approval.
- 7.8. TRK-LSD-CLS-FS01h, License Copy.
- 7.9. TRK-LSD-CLS-CF01l, Acknowledgement and Undertaking.
- 7.10. TRK-LSD-CLS-SF01u, Trade Name Certificate.
- 7.11. TRK-LSD-CLS-CF01i Memorandum and Articles (FZCO).
- 7.12. TRK-LSD-CLS-CF01j Memorandum and Articles (FZE).
- 7.13. TRK-LSD-CLS-SF01w, Activity List.
- 7.14. TRK-LSD-CLS-CF01m, Acknowledgment and Undertaking (Operational Requirements for Trakhees Licenses)
- 7.15. TRK-LSD-CLS-CF01ab, Undertaking and Acknowledgment for Tourist Broker Services.

8. Applicable References and Regulations

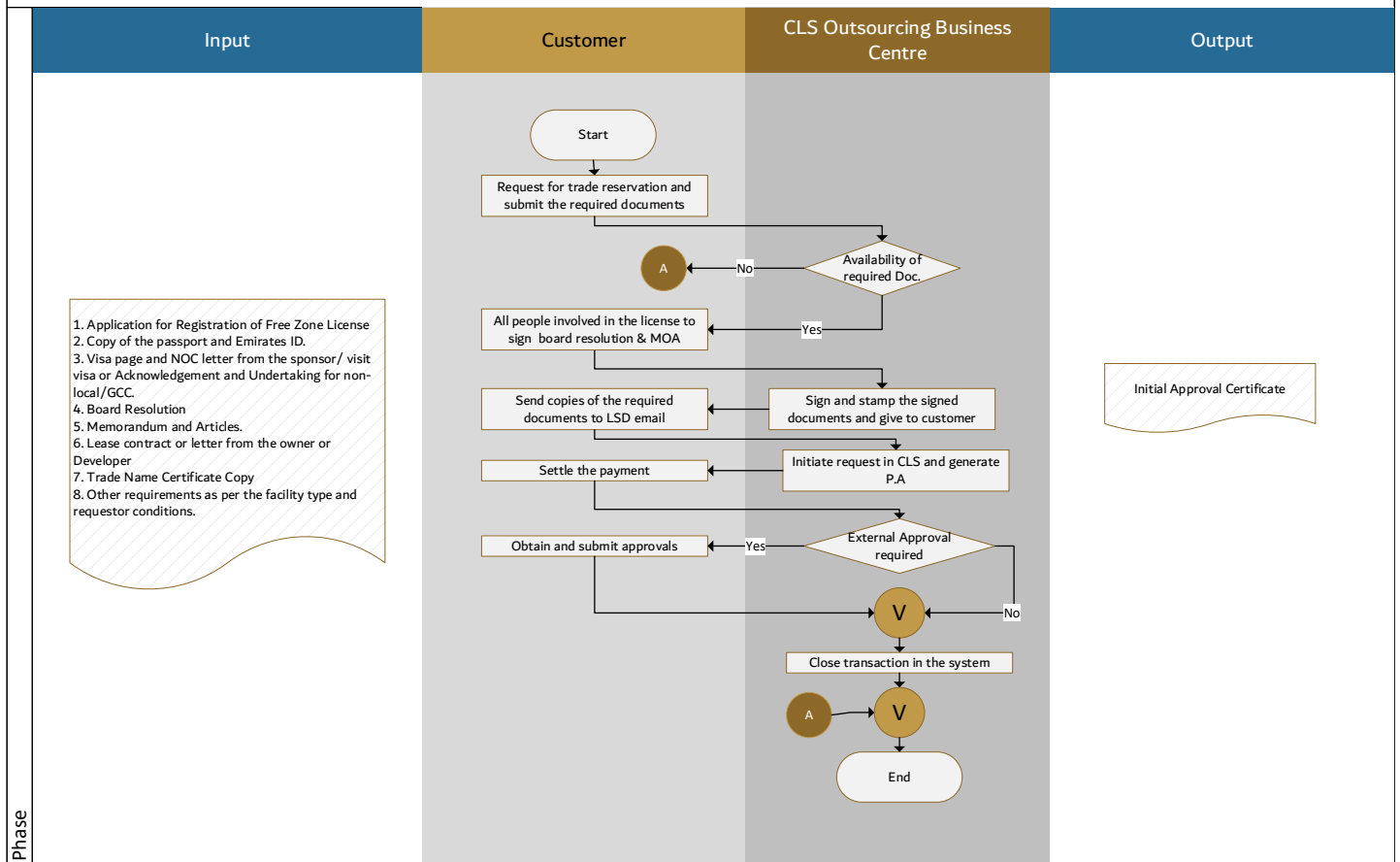
- 8.1 Trakhees- Licensing and Services Department Regulations

9. Process Workflow

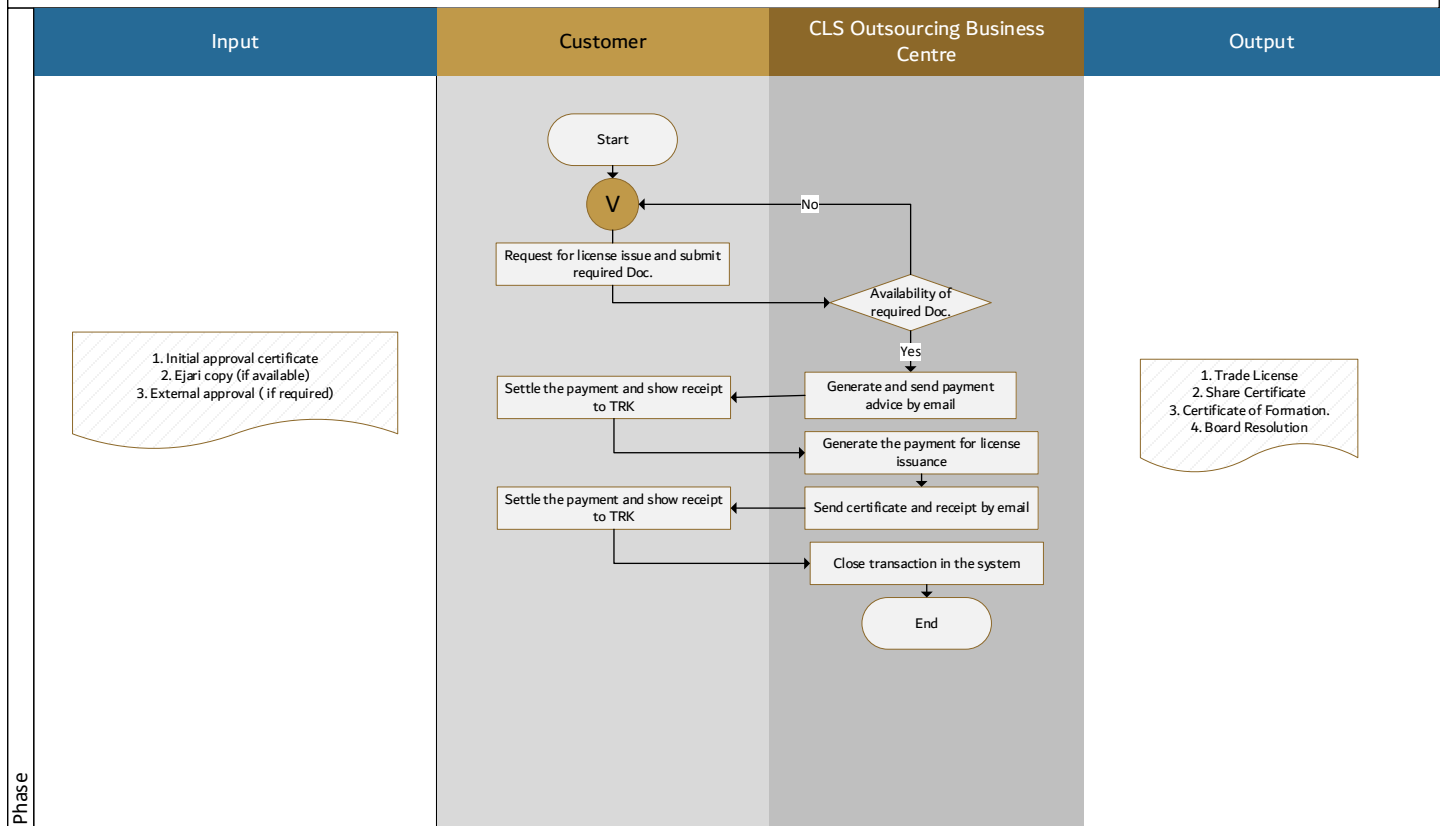




Initial Approval for Free Zone License



Free Zone License Issuance



10. APPENDIX - I

10.1 Classification of Hotels

Classifications	Hotel 1 Star	Hotel 2 Star	Hotel 3 Star	Hotel 4 Star	Hotel 5 Star	Resort 3 Star	Resort 4 Star	Resort 5 Star	Hotel Apartment	Hotel Budget
Restaurant	✓ 1	✓ 1	✓ 1	✓ 2	✓ 2	✓ 2	✓ 3	✓ 3	Kitchen / Kitchenette	Vending machines to provide offering hot / cold drinks and snacks
Music & Entertainment	x	x	x	✓	✓	✓	✓	✓	x	x
Medical Service	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ATM Machine Permit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tourist travel Service	x	x	✓	✓	✓	✓	✓	✓	x	x
Business Centre Printing and photocopying	x	x	x	✓	✓	✓	✓	✓	x	x
Retail Shop	x	x	x	✓	✓	✓	✓	✓	x	x
Spa	x	x	x	✓	✓	✓	✓	✓	x	x
ladies and gentlemen Salon	x	x	x	✓	✓	✓	✓	✓	x	x
Shop selling Health and Sports items	x	x	x	✓	✓	✓	✓	✓	x	x
Foreign Exchange	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓