

LD-CGS-P04

Visit Visa Services

1. PURPOSE

The purpose of this procedure is to ensure consistency, helps reduce variation within a given process, gains employee and client cooperation and provides information in obtaining Visit Visa Services.

2. SCOPE:

This procedure will apply to all Clients having free zone license within Trakhees' jurisdiction, and will also involve any external parties concerned with the Clients requirements.

3. COMPLETION PERIOD

	Service	Delivery time
3.1	Document reviewing	1 Working Day
3.2	Visit Visa Issuing	3 Working Days
3.3	Visit Visa Cancellation	2 Working Days

4. PROCEDURE:

The company will take the responsibility of the service charges once the service is applied through immigration. Please note that the issued visa is to be used only through Dubai International Airport. For visitors accessing through other UAE airports must request for the original visa.

Note:

- The transaction can be cancelled if the payment voucher has been generated & the client didn't pay.
- The payment voucher is valid for only one month from issue date.

4.1 Validity of Visit Visa

Visit Visa Type	From Issuance	After Entering
1 Month	60 days	30 days
3 Months	60 days	90 days

Classification: Public

Revision: 04


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4.2 Applying for visit visa

4.2.1 Applicant may request for visit visa by uploading the below required documents through online; and ensure that there is a bank guarantee of AED 5,000 for each visit visa application;



For online application help, please refer to **(Section 3.1.23)** of below link:
http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

- NOC Letter from the company
- Visitor's passport copies
- Visitor's Passport size photo.
- Establishment card copy
- Licence Copy

4.2.2 Once the applicant received his submission reference number, LD will check the required documents availability, enough bank guarantee and license status and update the system as follow:

- a) Accept: If the submissions comply with requirements, payment advice will be generated to be paid by the client.
- b) Reject: If the submissions not comply with requirements. Applicant can apply again with new submission number.
- c) If any missing document, LD will reject the submission and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.2.3 Applicant should settle the payment. After then, LD will proceed the application of Visit Visa in Immigration System;

Visa Type	Validity	Charges (AED)
Normal	(valid for one month / 30 days)	1,080
	(valid for three months / 90 days)	2,030

Notes:

* Deposited bank guarantee can be refunded after the visitor's departure before visa expiration.

Classification: Public

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* Issuance Date of visit visa will also vary on the nationality

* Fees are subjected for 5% VAT

4.2.4 After Visit Visa is issued, applicant should collect the visa from Trakhees and an acknowledgement should be obtain by LD staff upon delivering the visa copy.

4.3 Overstays

The client/company should provide a clearance letter proving that the departure of visitor is one week from overstay notification. Furthermore, overstay of more than one week (or lack of clearance letter) will be subject to a penalty of AED 5,000.

4.4 Documents after departure of visitor:

After departure of the visitor, the Client/Company is obliged to submit the following documents to Trakhees proving that the visitor has exited the country and LD will close the visit visa transaction in the system.

1. Copy of the Exit Stamp page of the departed visitor, or;
2. Letter manifest from office of (DNATA) at Dubai Airport Departure area or in other emirates

4.5 Cancellation of Visit Visa

4.5.1 Client can request to cancel an issued visit visa only if the visitor doesn't enter the country yet. Cancellation of Visit Visa can be requested through online services and upload the following documents;



For online application help, please refer to **(Section 3.1.23)** of below link:

http://trakhees.ae/en/Documents/Online_Admin_ExternalUserManual%20-%20CLD%20web.pdf

- Visitor's passport copy
- Copy of Issued visit visa
- License Copy
- Establishment Card Copy
- NOC Letter from the company

4.5.2 Once the applicant received his submission reference number, LD will check

The required documents availability and update the system as follow:

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- a) Accept: If the submissions comply with requirements, payment advice will be generated to be paid by the client.
- b) Reject: If the submissions not comply with requirements. Applicant can apply again with new submission number.
- c) If any missing document, LD will reject the submission and advice to re-upload the missing information. Applicant should re-upload the requested information with the same submission number.

4.5.3 Applicant should settle the payment. After then, LD will proceed the cancellation of Visit Visa in Immigration System and will complete the transaction in the system;

TYPE	AMOUNT
Visit Visa Cancellation	272 AED

4.5.4 Applicant can check online if visit visa cancellation is done or not.

NOTE: Applicant may apply for refund of their deposit (refer on refund services procedure)

5. APPLICABLE REGULATIONS

6.1 Dubai Immigration / DNRD regulations

6.2 Trakhees- Licensing Department.

6. LD CONTACTS

7.1 For any queries on this procedure, please note the contact details as per below:

Licensing Division

Tel: +971 4 3636888

Fax: +971 4 3636858

Website: www.trakhees.ae

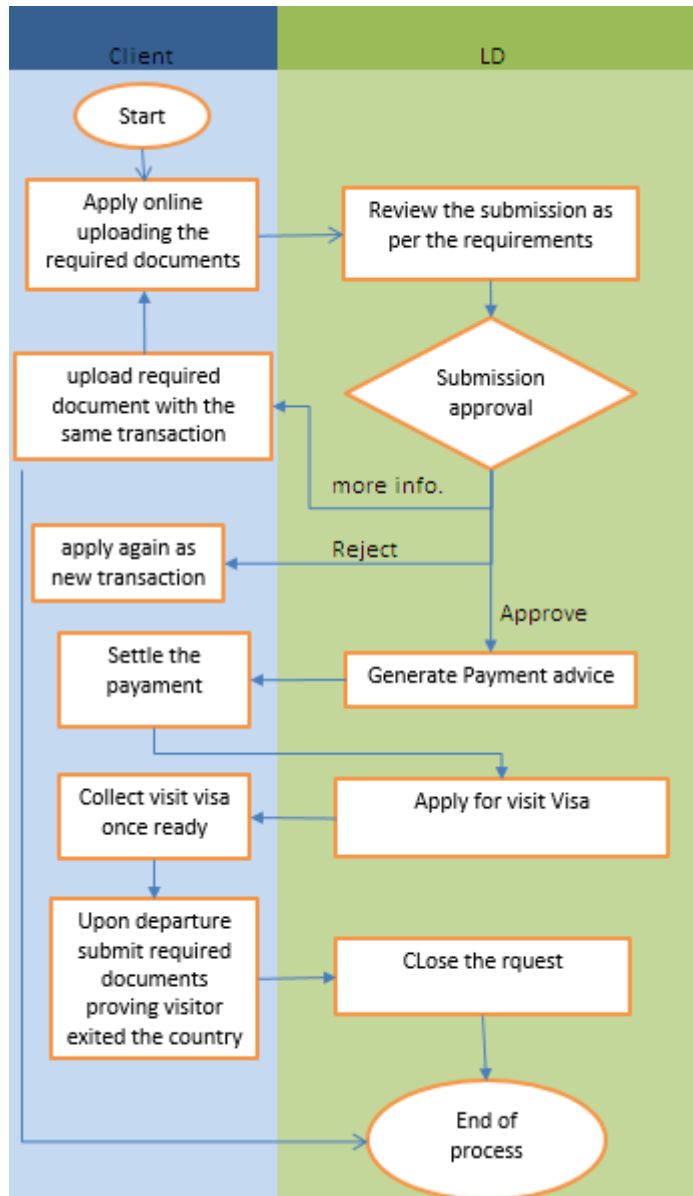
E-mail: CLD.customercare@trakhees.ae

Note: only the company manager or company PRO can process this procedure and also they must bring their ID for identification purpose



7. Workflow

7.1 Applying for visit visa





7.2 Visit Visa Cancellation

