

101 TIPS FOR SUCCESSFUL EXPAT LIVING IN THE UAE

Essential Insider Guide



VitalConsular



- Accommodation **2**
- Food & Drink **3**
- Leisure **5**
- Laws & Customs **7**
- Finance **10**
- Childcare **12**
- Culture **13**
- Getting Around **14**
- Weather **16**
- Work **17**
- Bureaucracy / Paperwork **18**
- Utilities **20**

Welcome to our collection of Vital information for anyone considering a move to the UAE. In this guide, you'll find tips on every aspect of life in the UAE, from hotels when you first arrive, to where to spend your downtime.

We hope that this information helps you to get under the skin of your UAE experience as quickly as possible, and kick-start your new life when you arrive.

IMPORTANT NUMBERS

Ambulance and police Dubai:	999	Water and electricity Dubai:	+971 4 601 9999
Fire (Civil Defence):	997	Dubai Government Call Centre:	600 560 000
Coastguard:	996	Dubai International Airport:	+971 4 224 5555
Dubai Tourist Security:	800 4888	Abu Dhabi International Airport:	+971 4 224 5555
		Water and electricity Abu Dhabi:	800 2332
		Abu Dhabi Government Call Centre:	800 555
		Municipality of Abu Dhabi City (ADM):	+971 2 678 8888



ACCOMMODATION

Hotels

Tip 1. When you first arrive in the UAE, unless you have arranged to stay with friends or family, you will need to book a hotel. It will take some time to get all the necessary paperwork together needed to rent a property, so you should expect to book your hotel for at least a month, often much longer.

Tip 2. Whilst the glitz and glamour of the UAE hotel scene can be very attractive, a better option is a serviced apartment or studio flat as you will want some basic kitchen facilities at the very least.

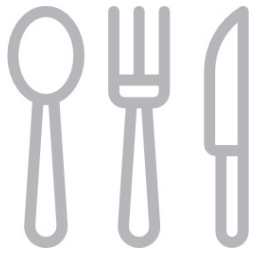
Property Rental

Tip 3. You are not allowed to rent an apartment or house on a long-term basis without a valid residence visa and bank account to issue cheques. Given that you can open a bank account with a letter from your employer confirming your visa is being processed, if your visa application is declined you will lose any monies paid so far to the property owner, so make sure you have everything required for your visa and it is up to code before proceeding. If in doubt, wait until your visa is confirmed before entering into a property transaction.

Tip 4. A lot of landlords only accept rental payments in 1-4 cheques at the start of the year, with cheques 2-4 being post-dated: this forms a legally enforceable bond and there are serious consequences if the money isn't available at the time the cheque is cashed so make sure there is enough to cover it around those dates, and only make cheques payable to the registered owner, you can check this by asking to see the title deed or sales contract.

Alternative Accommodation

Tip 5. There's no getting around it – hotels in the UAE, particularly in Dubai or Abu Dhabi, are expensive. Even a longer-term contract is likely to be more than £100-150 per night. One of the options that is rising in popularity is to use a peer-to-peer service such as Airbnb (www.airbnb.co.uk). There are hundreds of available properties, ranging from rooms in shared accommodation to 9-bed villas.



FOOD & DRINK

Food Shopping

Tip 6. Hypermarkets or a co-operative are the most economical places to shop, although they can get quite busy at times. To compare various store prices for specific products before you head out, visit www.sallety.ae.

Tip 7. As a Muslim country, the purchase of Pork products is restricted to non-Muslims. Buying pork in supermarkets is not too hard (although you'll have to find the restricted pork section).



Tip 8. Buy chilled and frozen food last, and put them into the fridge or freezer as soon as possible or they might just be cooked by the time you get home!



Take-Away Food

Tip 9. It won't take long when you arrive before you need your favourite takeaway. Whatson.ae has taken the time to find out the best around in both Dubai and Abu Dhabi.

Tip 10. There are various online ordering portals for takeaways of all types across the UAE. Some of the best known are Deliveroo, FoodOnClick, EatEasily and Talabat across all areas including Dubai.



ALCOHOL

Alcohol

Tip 11. It is illegal for any visitors to the UAE as well as residents to consume alcohol without a licence and be intoxicated in public. However, if you are respectful and do not cause any trouble, a blind eye is generally turned and the law is not enforced.

Tip 12. Within Dubai, once you become a resident, it is illegal for you to buy or consume alcohol without an Alcohol Licence. Getting a licence is reasonably straightforward provided you are non-Muslim, over 21, have a tenancy agreement and earning more than AED 3,000 per month. There is an online application to complete, a postal form to return, and a gaggle of paperwork to collate. Applications are made to either MMI or African & Eastern who administer the licences. Other Emirates do not require a licence.

Tip 13. Alcohol laws vary across the different Emirates. The legal age for drinking alcohol is 18 in Abu Dhabi (although a Ministry of Tourism by-law allows hotels to serve alcohol only to those over 21), and 21 in Dubai and the Northern Emirates (except Sharjah, where drinking alcohol is illegal)

Extra notes on alcohol

If you want to experience night life, remember that bars, lounges, and nightclubs typically close around 3:00 a.m. at the latest. And be forewarned, if you go out in public afterward and are loud or obnoxious, you may be arrested; this kind of conduct is not tolerated.

There is absolutely no tolerance for driving under the influence of alcohol, either. Even if you're a passenger during an accident, you can get blamed if you are tipsy. They take being under the influence quite seriously.





LEISURE

Beaches

Tip 14. Some public beaches have women only days and family areas with certain restrictions around acceptable clothing etc. – make sure you are aware of these before wandering into these areas.

Tip 15. Topless bathing is considered indecent and “Haram” (not permissible) and is illegal throughout the UAE. Anyone caught doing so could be liable to fines, imprisonment and deportation.

Cycling

Tip 16. It is mandatory to wear a helmet when riding a bicycle in the UAE. Helmets can range in price from AED 150 to over AED 1000 for top quality headgear. You can find helmets in any bike shop, or other sports shops that are commonly found in malls.

Tip 17. Cyclists are not immune from government fines. Anyone found cycling on roads with speed limits of 60kmph or greater may be fined up to AED 600, using paths dedicated for pedestrians could set you back AED 200, and driving in a way that endangers pedestrians could see you AED 300 lighter.

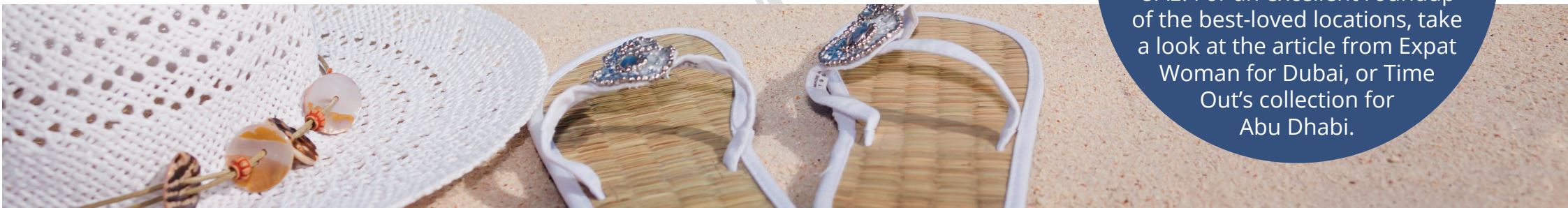
Golf

Tip 18. Golf membership in the UAE can be very expensive, often around £25,000 per year. However special summer rates from June – September are regularly available for around £1,000 if you don't mind the heat!



Outdoor spaces

Tip 19. There are many beautiful parks and open spaces within the UAE. For an excellent roundup of the best-loved locations, take a look at the article from Expat Woman for Dubai, or Time Out's collection for Abu Dhabi.





“ **Anna**

from our Dubai office

Tip 20. When ordering water in a restaurant always make sure you ask for a bottle of Local Water otherwise you will receive a bottle of imported water which can be as much as 4x the cost.

”



Tip 21. You may see Dubai Municipality Tax of 10% listed separately on your restaurant bill – this is not the same as a Service Charge – and any tips you wish to give for your experience should be made in addition.

Events

Tip 22. Websites and magazines such as <http://www.whatson.ae> and Time Out are your friends for keeping abreast of larger events. If you are looking for something more modest or nearby then Social Media maybe a better source.

Shopping

Tip 23. All the malls are very well air conditioned, so a sweatshirt, shawl or shrug may come in handy especially in the summer months.

Souks

Tip 24. Lavish gold jewellery, hand-woven fabrics, traditional oud fragrances and cheap knickknacks - you'll find it all in the exciting souks of Dubai. While Dubai's reputation is as a thriving modern city, traditional Arabian markets are still a crucial part of daily life and trade. A wander through one of the city's bustling souks is an essential experience for both visitors and locals. Read Visit Dubai's roundup of Souks and Markets.



LAWS & CUSTOMS

General Attitude and Emirati Customs

Tip 25. The UAE has an extremely laid back approach towards organisation. For many this will be very hard to adjust to. For example, deadlines at school are often just sprung upon parents. Public holidays are announced sometimes only a week before (leaving little time to plan breaks away properly). The response to many situations is “Inshallah” which loosely means ‘God willing’ or “In God’s time’. This is likely to be the first Arabic word you learn!

Tip 26. It is customary to ask about the health of a person and his or her family several times before starting a conversation, it is also customary not to use first names but instead to say “father or mother of (oldest son)”. Respect and courtesy are shown to elders, and in their presence young men are expected to listen more and speak less. Presence of other ethnic groups has led Emiratis to become more tolerant of other social customs.

Tip 27. It is common to always use your right hand to carry out tasks as the left hand is considered unclean. This is particularly the case when greeting with a gentle hand shake, or is necessary when taking an item from another person, or opening doors.

Tip 28. Be aware that pointing your feet at another person is considered bad etiquette and should be avoided. It is important to be conscious of this when crossing your legs for example, as showing the soles of your feet is considered offensive.

Smoking

Tip 29. Smoking regulations in the UAE are broadly similar to those in the UK. You cannot smoke inside most public buildings, offices, shopping malls, etc. Many bars and clubs will allow you to smoke inside, and several restaurants also have smoking sections. You must be over 18 to buy tobacco products.

Tip 30. E-cigarettes are illegal in the UAE and cannot be bought there. If you take one into the country technically speaking you are breaking the law and it may be confiscated - there could also be a fine.

Ramadan

Tip 31. During Ramadan, working hours are reduced in the UAE, so most people will typically only work from 9am - 4pm (2pm for public sector workers). "Ramadan hours" apply to all employees, not just Muslims, so most businesses will shut down after 4pm. Most shopping malls do not close during Ramadan.

Tip 32. It is illegal for even a non-fasting person to eat, drink or smoke in public during Ramadan, and is punishable by up to one month in prison. If you're at work, there will generally be a closed off area available for those who are not fasting for eating purposes. Keep in mind that because of the prohibition of eating in public places during the day, almost all restaurants are closed for lunch, though they may also have gated off areas available for you to dine at.

Eid

Tip 33. There are two Eid Festivals that take place throughout the year. The first one is called Eid-ul-Fitr and commemorates the end of Ramadan. The second is called Eid-ul-Adha, and takes place during the Hajj (pilgrimage) season. Both Eids are public holidays in the UAE, and both government and private employees typically receive two paid off-work days. Businesses will often have adjusted hours if they are open.

Traffic Penalties

Tip 34. Once you have your UAE Driver's License, you need to be aware of the Black Points system – there are some traffic violations that will result in having black points placed on your record. The limit per year is 24 black points. If you cross the limit, your license will be confiscated for a period between 3 and 12 months.

Tip 35. Obscene hand gestures and language while driving (i.e. road rage) can get you jailed for a period of up to 1 month.

Emirates ID Card

Tip 37. Everyone in the UAE is required to have an Emirates ID – even children and babies.

Tip 38. If any personal details change you need to alert the Emirates ID Authority, for example if you get married, divorced, change name, etc



Tip 36. An Emirates ID is the UAE National ID required by all citizens and residents and is legally required to be on your person at all times. You apply for your Emirates ID at the same time as your residents visa application.

Language

Tip 39. The UAE is an Islamic country with Arabic being the official language, however English is the language of business and education. Most documents are accepted in English, however anything that needs to be presented to the Courts must be translated into Arabic.



Marriage, Children and Living Together

Tip 40. If you marry in the UAE, your marriage certificate will be issued in Arabic although an English version can also be provided. The Arabic version is required for any official use in the UAE.

Tip 41. Taking your children to the UAE is as relaxing as many other countries. Hugging and kissing or holding hands and showing affection with children is not an issue - most local families are as affectionate as anywhere else in the world.

Tip 42. Couples living together in an apartment or villa in the UAE usually do not get many problems, the only problems you will have if you draw attention to yourselves. Whilst in the UAE you may find it useful to refer to your partner as your husband or wife, this will smooth certain situations if needed. Obviously if the authorities investigate further then this would get complicated!



FINANCE

Bank Accounts

Tip 43. Banks in the UAE are very quick to offer new residents free accounts and credit card services, but often these are anything but free. Most banks require a minimum balance to be maintained in their accounts; if your balance falls short of this minimum at any time during the month, banks will charge you a fee. Many expats will bank offshore which is advisable, but be careful as you can expect to be charged up to 2% for cash withdrawals from many accounts so it is worth shopping around.

Tip 44. Ask your company which bank they work with. It's often better to bank with your company bank so that your salary will hit your bank the same day as it is credited. Other banks will take at least two working days for your salary to reflect in your account.

Tip 45. To get a credit card, you must have a monthly salary of at least AED 5,000 (annual salary of AED 60,000). If you don't meet this requirement then you can put down a AED 60,000 deposit.



Tip 46. It is common for expats to require a personal loan to cover the annual housing rent as this is usually required up front for the entire year. Most banks will offer expats a personal loan of up to 20 times your monthly salary over a period of up to 4 years.

Tip 47. You can only apply for a car loan to cover 80 per cent of the cost of your car. The final 20 per cent has to be covered by your deposit. So if you want that Ferrari, you'll still have to fork out a decent amount of cash. The maximum repayment period is 60 months, or five years. Don't expect this for a second-hand car. Three years is the maximum you'll get for this.

Taxes

Tip 48. The UAE levies no personal taxation on income: what's more, Sheikh Mohammed bin Rashid Al Maktoum, the Vice-President and Prime Minister of the UAE and the Ruler of Dubai stated that: "his country would never adopt an income tax to tackle the deficit. 'My reply is: No income taxes.'" This means that it is unlikely that tax will ever be levied on an individual's income in Dubai, and the wider UAE. Residents also enjoy tax-free rental income, no stamp duty, no tax on capital gains or inheritance.

Tip 49. VAT is expected to be introduced on the sale of goods at a rate of 5% with some limited exceptions including basic food items, healthcare and education. The UAE is planning to implement on the 1st January 2018.



Savings

Tip 50. Whilst in the UAE, remember to allocate some of your tax-free salary to savings to assist you when you eventually leave the country. It's worth remembering that you cannot retire in the UAE as your residency is linked to employment.

Tip 51. <https://www.souqalmal.com/ae-en/accounts/savings> is the Money Supermarket equivalent in the UAE, enabling you to compare the different savings accounts available. A large amount of people opt for Offshore Bank Accounts for savings.

Wills

Tip 52. In the UAE, where no Will has been made then the courts adhere to Sharia Law. This can affect the distribution of the estate as well as deciding who gets custody of your children! However, non-Muslim expatriates who are resident in the UAE can opt for the law of their Domicile Home Country to be applied to the distribution of their UAE assets, provided they have a legally recognised Will.

Tip 53. For Dubai residents, the DIFC (Dubai International Financial Centre) recently introduced a Will and Probate Registry that allows non-Muslim expats to make a Will under Common Law principles. As of May 2017, a registration fee of \$2,800 applies.



CHILDCARE

Education

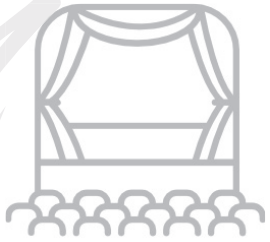
Tip 54. When choosing a school in the UAE you need to consider which curriculum will suit your child. There are 4 main curriculums taught in the UAE: National Curriculum (for England and Wales), American Curriculum, International Baccalaureate (I.B.), or Indian Curriculum (C.B.S.E). Make the choice based on which one will be best for your child bearing in mind that it may not be the one of your home country. In particular, if a more international outlook is appropriate then the I.B. curriculum may be a better choice than the National Curriculum.

Nanny

Tip 55. Nannies in positions in Dubai and the UAE need to be provided with accommodation (own bedroom & bathroom or separate apartment provided by the employing family). Visa/immigration formalities, medical cover and transportation costs (including interview travel cost) are the responsibility of the employer (i.e. you).

Tip 56. Working hours for nannies vary based on individual requirements and are typically either 6 days a week/12 hours a day with 24/6 cover, or Sunday to Thursday for 10 – 12 hours a day. Typical salaries vary from AED 1,000-3,000 per month plus additional expenses such as healthcare and visas.





CULTURE

Art

Tip 57. Dubai has one of the largest international art fairs in the world called “ART Dubai”. 40 countries participate from all over the middle east, Africa and south Asia. Over 90 well established and upcoming artists are displayed through several galleries.

Tip 58. The UAE has a rapidly increasing art community with communities like Dubai Design District in Business Bay being an upcoming area for graphic designers and galleries. A great website that provides details of the many places to do with the art culture in the UAE is <http://www.uaeinteract.com/culture/art.asp>.

Theatre & Opera

Tip 59. There are a growing number of performance venues in the UAE. From the 2,000 seat Dubai Opera House to the Madinat Theatre within the Souk Madinat Jumeirah, large-scale productions are finally coming to the desert.

Tip 60. Several theatre groups now exist, such as the Dubai Drama Group and Backstage. There is also a Dubai Theatre Meetup.

Cultural Tours

Tip 61. There are a number of tours available for those who want to learn about the history and culture of the UAE before the boom of expansion in the 1950's. The most well-known is probably the Desert Safari - four hours of rumbling around the sands in a 4x4 followed by a visit to a Bedouin campsite, where you can smoke from a shisha pipe, have a beautiful henna tattoo applied by a local, and top it off with a bellydancing performance!

Tip 62. If that's a bit too intense for you, you can opt for something slower-paced. Get an overview of the Dubai emirate on a guided half-day tour that includes the Al Fahidi Historical Neighbourhood, the Dubai Museum, and a traditional mode of transport by water taxi. Explore the grand souks of the Old Town, and take in all the scents and sights that they offer.



GETTING AROUND

Taxis

Tip 63. Taxis in Dubai have different colour roofs to denote the franchise company that each taxi belongs to. Bear in mind that a pink roof is for women and young children only.

Tip 64. Popular alternatives to the public taxis are Uber and Careem. With taxi prices low in comparison to the UK, you may prefer the calm of a Careem which brings with it a much greater change of good personal hygiene from the driver.

Metro

Tip 65. Each Metro train is driverless and has a Gold section (for Gold ticket holders) as well as a section dedicated to women and children only. Prices are low by Western standards and the extra to travel in Gold class is highly recommended, especially during peak times after a hot, sweaty day! Fines are imposed on passengers who are travelling on wrong class of cabin.



“**Pribi**
from our Dubai office

Tip 66. Passengers are permitted to carry 2 items of luggage on a Metro train (one large suitcase and one piece of hand baggage). Eating, chewing and drinking are not allowed.



Buses

Tip 67. Bus travel is the most common form of public transport in the UAE and as there are no inter-Emirate trains or metros this is the only public way to travel between them. You can only pay using a pre-paid card or purchasing a single ticket at a machine in the bus station or a ticket office.

NOL Card

Tip 68. Similar to the Oyster cards in the UK, Dubai Public Transport uses NOL cards for payments. This includes metro, buses, water taxis, tram and also for parking. Cash payments are not accepted on these modes of transport so a NOL card is necessary.

Tip 69. Depending on how often you plan to utilise public transport a NOL card can be bought for a specific duration (1, 7, 30, 90 or 365 days), or alternatively it can be topped up to use on a Pay-as-you-go basis.

Driving

Tip 70. Driving occurs on the right-hand side in the UAE, therefore you should give way to your left. For many countries, you can simply swap your existing license for a UAE equivalent once you receive your residence visa.

Tip 71. The UAE has the highest rate of road fatalities in the Middle East and one of the highest in the entire world, with road fatalities being a leading cause of death. Even minor accidents can involve lengthy litigation where the drivers are prevented from leaving the country, so be very careful when and how you drive, even if no one else is.

Tip 72. It's compulsory to purchase and register a Salik tag (for toll roads) and attach it to your car before driving through toll gates. You can buy Salik tags from several different places, with petrol stations being the most convenient. Driving without a Salik tag can give rise to significant fines, particularly if you have not registered a phone number with the authorities to receive notification of fines.



Tip 73. Pedestrians should take great care in the UAE as 25% of road fatalities are pedestrians.

A pedestrian crossing is no guarantee that a driver will slow down, nor is a pedestrian on the road a guarantee that a driver will change their course or speed at all.





WEATHER

Winter

Tip 74. Winter (October to March) in Dubai is when the weather conditions are at their best i.e. more comfortable with daytime temperatures averaging 25 degrees. However, it is also the period in the year when the vast majority of tourists descend so it can be busy on the beaches and around tourist attractions.

Summer

Tip 75. Summer starts in late May and lasts until September, it is extremely hot with temperatures up to 50 degrees and humidity averaging over 90%. The best or more bearable months of the Summer are May, June and September.

Rain

Tip 76. Rain is infrequent in Dubai with short bursts of rain generally falling in Winter. The rain falls an average of five days annually. There are however moves to artificially increase the amount of rain the region receives through a process known as Cloud Seeding.

Heat

Tip 77. Take care what you wear outdoors during summer months. Contrary to popular belief, short-sleeved shirts and blouses or shorts will lead to greater moisture loss and potentially rapid dehydration. Instead, choose loose-fitting clothing, ideally in light colours, to cover up.

Tip 78. Many people overlook the importance of drinking plenty of water. Always carry a bottle or two with you, even on short trips, but especially when visiting the beach or during prolonged time outside.

Tip 79. Although counterintuitive, spicy foods help in the high temperatures by promoting perspiration and increasing circulation – both help to keep your core body temperature down.



EMPLOYMENT

Visa

Tip 80. Visa requirements for foreigners wishing to live and work in UAE are not as strict as in some Middle Eastern countries. The UAE has made the process of obtaining visas as straightforward as possible. For expats moving to the UAE to take up employment, their company will cover the costs of staff obtaining the correct visas and work permit for themselves and their families.

Tip 81. Valid residence visa holders may sponsor a spouse and/or children providing they meet the minimum salary requirements as stipulated by the Department of Naturalization and Residency. It is not possible to sponsor a boyfriend, girlfriend or common-law partner upon entry into the UAE, family members have 30 days to process their residence visa.

Medical

Tip 82. It is necessary for all expats to undergo a complete medical test at a government hospital or clinic prior to having their residence visa granted. This includes a chest X-ray and blood tests to check for diseases, including tuberculosis, leprosy & HIV/AIDS. Testing positive for any of these diseases will lead to denial of a residence visa & deportation.

Tip 83. In accordance with Dubai Health Authority (DHA) rules, everyone on a Dubai residency visa must have compliant medical insurance. The rules are very clear and your employer is responsible for paying the premiums in every case. The sponsored family members are not included and this is down to the individual.

Tip 84. Certain common UK medication is legally controlled in the UAE such as Codeine which is found within Co-codamol. If you require a medication and are unsure if it is permitted in the UAE, it's best to contact the Ministry of Health (MOH) directly to see if the drug is on the controlled list. If it is on the list, you will need permission to bring it prior to your arrival to the UAE. The Customer Service Centre of the Drug Control Department can be contacted via email at drugcl.csc@moh.gov.ae, by telephone on +971 2 611 7240 or by fax +971 2 632 7644.



PAPERWORK

Government

Tip 85. The UAE has no real elections, no political parties, and no democratic representative institutions. The country's leadership and governmental bodies are either chosen through consultations between the local traditional leaders or appointed by these officials within the framework of the Constitution. In the past, legislation came in the form of decrees by the Federal Supreme Council (FSC).

Attestation

Tip 86. If you are planning a move to the UAE to gain employment you will require any important documents to be attested (or legalised). For most residents' visas, either your highest educational qualification will be required, or in the case of being sponsored by a family member it will be the marriage certificate for a spouse and birth certificate for a child.

Tip 87. Attestation is compulsory and is necessary to prove that any documentation, such as marriage and education certificates, are genuine and valid.

Tip 88. To use a UK document in the UAE it will need to be attested by the Foreign Commonwealth Office and the UAE embassy in the UK. Qualifications will also need to be certified by a practicing solicitor first. A final attestation step is required in the UAE by the Ministry of Foreign Affairs.



Tip 89. There are many other important factors to consider when getting your documents formally attested, including translation should your documents not be in Arabic or English.





POST

Postal Services

Tip 90. Postal facilities in the UAE run by Empost are decidedly hit-and-miss, particularly on the delivery side. Factor significant extra time to allow for deliveries to take place. Express postal facilities are also available at post offices, which are open Sunday to Thursday.

Tip 91. Due to the postal challenges, most people prefer to use an international courier service such as DHL, UPS or Aramex for moving documents both domestically and internationally.

Notes about UAE Addresses

The UAE postal services is based around PO BOXES and it is your responsibility to contract and check your mail. Any sized post can be delivered there and many of the facilities are open 24 hours a day to allow those working long hours to still collect post.

Postal addresses are usually very basic due to this system as streets generally don't have numbers due to the constant building and redevelopment of areas and their streets.

If you are having mail delivered by a courier, be sure to include a phone number so the courier can contact you if they need you to clarify the address location!





UTILITIES

Water & Electricity

Tip 92. Each Emirate has a sole provider of electricity and water. In Dubai this is DEWA, the Dubai Electricity and Water Authority, and in Abu Dhabi it is ADWEA, unsurprisingly meaning the Abu Dhabi Water and Electricity Authority.

Tip 93. Upon first registration for electricity and water, tenants will be required to pay a deposit up-front (refunded when you move out), the value of which depends on the size of the property. For example, a 1 bedroom apartment in Dubai has a fixed deposit of AED 2,000.

Tip 94. A signed Tenancy Contract and Emirates ID are required to apply for connection to the electricity and water supplies, which takes up to 24 hours from application and payment to activate.

Mobile Phones & Communications

Tip 95. Getting a new mobile number in Dubai is easy. You can set up a new pre-paid number with a visitor's visa which can last up to 60 days until you have your residency visa finalised. You can then set up a contract if you prefer. There are 2 mobile service providers in the UAE, Etisalat and Du.

Tip 96. When you start work with your new company, check with your HR department if they are aware of any employee benefits with either of the mobile companies, as some are able to access special tariffs.

Tip 97. Be aware of the law in the UAE regarding calling apps such as Skype, Viber and WhatsApp. The call feature in these apps are blocked and although many sites offer tips on how to avoid this ban, there are stiff penalties if these rules are broken.



It is also illegal to use swear words or rude emojis, or to read other people's messages. This is punishable by fines of up to AED 500,000 or imprisonment.



INTERNET

Tip 98. Free public Wi-Fi is being rolled out across the UAE, with Dubai now boasting over 300 free hotspots across the Emirate including public transport and taxis. By the end of 2017, Dubai should have a 90% coverage of free wi-Fi!

Tip 99. If you would like to get an ISP at home, you will need to provide documentation to sign up for the service including your passport and a valid residency visa along with a copy of these documents. There is also an application form to be completed, which can be downloaded online from your provider's website.

Tip 100. If you don't already have a router for your home internet connection, it's advisable to check out an electronics store to buy your own as this usually works out cheaper than buying one directly from the ISP.

Tip 101. Across the UAE, internet webpages are routed through the Emirates Proxy which screens the content. Sites deemed to contain religiously or culturally offensive information or sites that judge the UAE government are blocked.



Each building is affiliated with either Du or Etisalat so you cannot choose your provider. You will need to find out which provider services your building first.



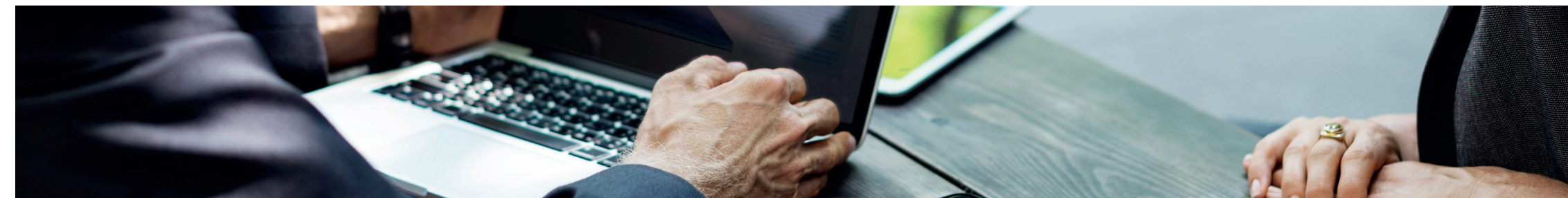
SOCIAL ETIQUETTE

The UAE is a modern and constantly expanding country and welcomes visitors and expats from all over the world. However, it is a Muslim country and its social etiquettes may differ greatly from what you are used to. Here are some extra tips and information to help you settle in to your new life and navigate social and business situations with ease.



Dress

Visitors as well as residents are expected to dress modestly. For men this includes not being in public shirtless and women should be as covered up as possible including shoulders and upper arms. Shorts and t-shirts are acceptable in most places, however in mosques, religious places and older parts of cities both men and women should wear loose fitting clothing which covers arms and legs. Swimwear is acceptable at the beach and around swimming pools.



Business meetings

A handshake between men is the standard greeting and can last a while. If you are male and there are female colleagues present, do not approach them to shake their hand. Wait to see if they approach you first. There is little to no contact between men and women in public and business. Taking calls and texts during meetings is not considered unusual or bad manners, so be prepared to be patient as meetings can take a while. In the same instance, formalities and bureaucracy can cause delays in decision making.

POLICE AND SAFETY IN THE UAE

The UAE is one of the safest places to visit in the world, having been designated the world's safest holiday destination by the international travel industry on two occasions. However, even though safety in the country is always being improved, it is always wise to make yourself familiar with emergency number just in case. There are innovative new ways to report crime also, such as mobile apps.

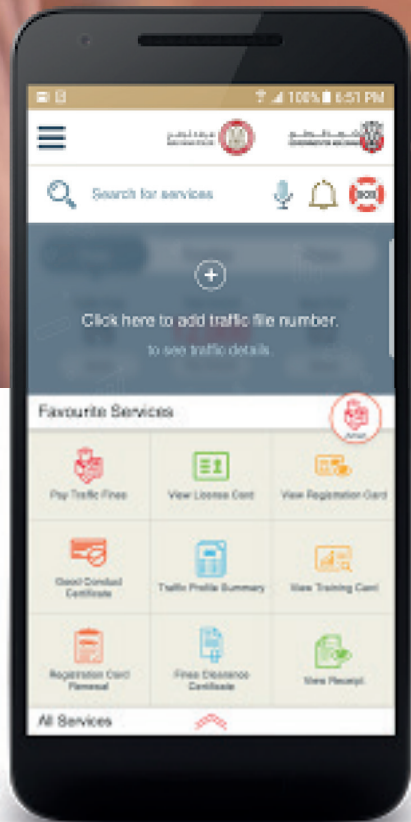
There are now several policing apps available in the UAE that allow the public to report crime live as it happens. There are a range of crime types you can report in different categories and this has proved a big help in keeping the safety levels in the UAE as one of the best in the world! All apps are free and available for both Android and iOS devices.

POLICE HEADQUARTERS

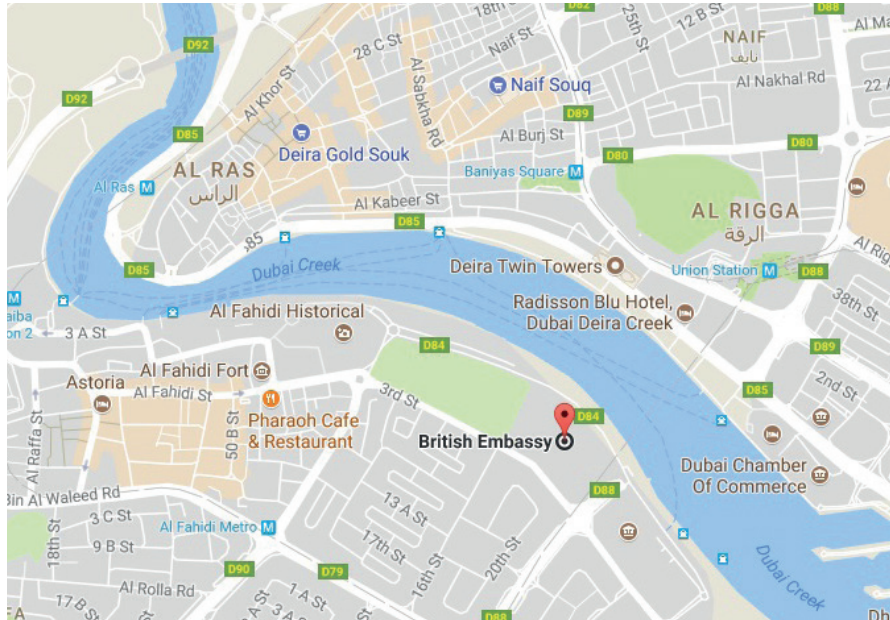
Abu Dhabi	02 446 1461
Dubai	04 229 2222
Sharjah	06 563 1111
Ajman	06 743 6000
Umm al-Qaiwain	06 5656662
Ra's al-Khaimah	07 2333888
Fujairah	09 2370000

POLICE APPS

The Dubai Police department and the Abu Dhabi Police have their own individual independent apps. They are both regularly updated with new features to improve their services.



BRITISH EMBASSIES



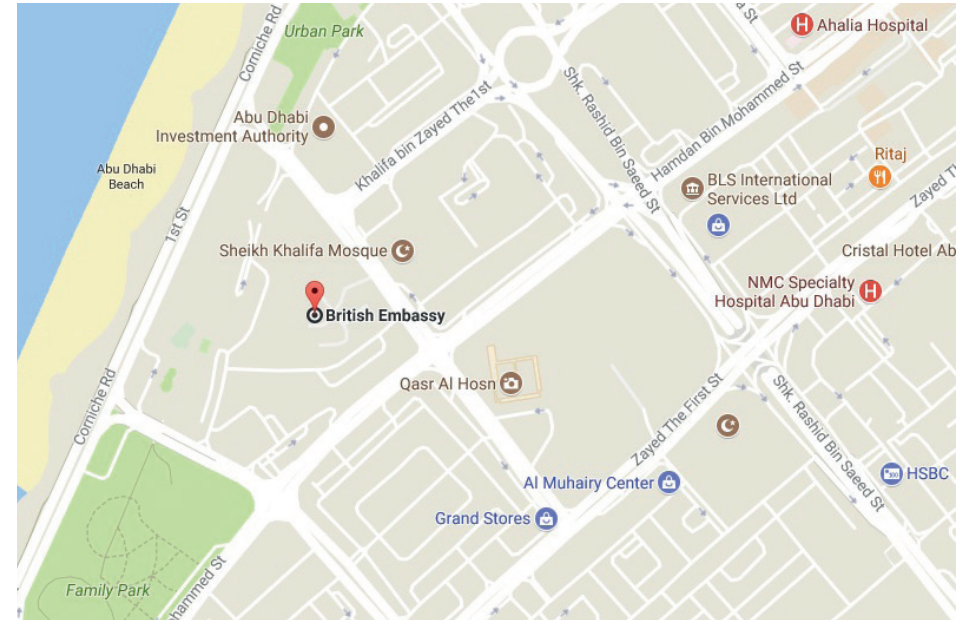
BRITISH EMBASSY - DUBAI

Tel: +971 4 309 4444

Al Seef Road, Bur Dubai, Nr Creekside, Dubai

Hours:

Thursday	7:30am–2:30pm
Friday	Closed
Saturday	Closed
Sunday	7:30am–2:30pm
Monday	7:30am–2:30pm
Tuesday	7:30am–2:30pm
Wednesday	7:30am–2:30pm



BRITISH EMBASSY - ABU DHABI

Tel: +971 2 610 1100

Khalid bin Al Waleed St (Street 22), Abu Dhabi

Hours:

Thursday	9am–5pm
Friday	Closed
Saturday	Closed
Sunday	9am–5pm
Monday	9am–5pm
Tuesday	9am–5pm
Wednesday	9am–5pm