



TRAVEL LOGISTICS INFORMATION PACK

CAMALI CLINIC CHILD & ADULT MENTAL HEALTH

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ARRIVING TO THE UAE

AIRPORTS

Below are the international airports in Dubai, United Arab Emirates. Arrival in either of the Airport Terminals would be dependent on the airline used from point of departure.

- 1. Dubai International (DXB) Terminal 1:** All international airlines, apart from Emirates and Qantas.
- 2. Dubai International (DXB) Terminal 2:** Flydubai, regional and other low-cost carriers.
- 3. Dubai International (DXB) Terminal 3:** All Emirates and Qantas flights.
- 4. Dubai World Central - Al Maktoum International Airport (DWC):** Wizz Air, Gulf Air, Qatar Airways.

Note: Gulf Air and Qatar Airways also operate flights from Dubai International so be sure to check from which airport your flight will be departing or arriving.

For further details please, <http://www.dubaiairports.ae/before-you-fly/which-terminal/airline-directory> .

STAYING IN DUBAI, UAE

HOTELS

Below are hotel options that are in close proximity to Dubai Healthcare City;

1. Rove Healthcare City

<http://www.rovehotels.com/hotel/rove-healthcare-city/>

2. Hyatt Regency Dubai Creek Heights

<https://dubaicreek.regency.hyatt.com/en/hotel/home.html>

3. Movenpick Hotel & Apartments Bur Dubai

<http://www.movenpick.com/en/middle-east/uae/dubai/hotel-dubai-bur/overview/>

4. Grand Hyatt

<https://dubai.grand.hyatt.com/en/hotel/home.html>



GETTING AROUND IN THE UAE- YOUR FIRST DAYS

MOBILE CONNECTION

If not on roaming network when travelling outside the geographical coverage area of the home network, **Etisalat** and **Du** are the two service providers available in the UAE. You can apply at the Etisalat/ Du counter, available in the airport and most of the malls which open till late in the night.

Further details on the location and timings are available on the service provider websites listed below. To apply you will require a copy of your passport.

1. **Etisalat** - <http://www.etisalat.ae/nrd/en/index.jsp>
2. **Du** - <http://www.du.ae/personal>

TRANSPORTATION

1. **Dubai Metro** – The Dubai Metro is a state-of-the-art, driverless, fully automated rail system that is clean, fast, and efficient and it does connect to the Dubai Airport – and some of the major tourist destinations such as the Dubai Mall, Mall of the Emirates and the Burj Khalifa. Detailed information about stations, fares, and timings – as well as the latest updates on the Metro system – are available on <http://www.dubaimetro.eu/>
2. **Taxis** – Taxis in Dubai are relatively cheap, well maintained, and strictly regulated by the Dubai Road and Transport Authority (RTA). All taxis are metered so there is no ambiguity in paying for your trip. Most of the drivers are courteous and speak basic English. Taxis are available in airport/hotel/mall pick up bays or can be pre-booked by dialing 04 208 0808.
3. **Uber and Careem** – Private convenient transportation can be easily be accessed by downloading the Uber and Careem applications on IOS and Android respectively.

ABOUT THE UAE

UAE's culture is firmly rooted in the Islamic traditions of Arabia. Islam is the prime religion in the UAE. The culture and heritage of the UAE is closely linked to its region. However, UAE is tolerant and welcoming; foreigners are free to practice their own religion.

Among the most highly prized virtues are courtesy and hospitality and visitors are sure to be charmed by the genuine warmth and friendliness of the local people here. Arabic is the official language of the UAE, although English is commonly spoken. The UAE is a federation of seven emirates. The constituent emirates are Abu Dhabi, Ajman, Dubai, Fujairah, Ras al-Khaimah, Sharjah, and Umm al-Quwain. The capital is Abu Dhabi, which is one of the two centers of commercial and cultural activities, together with Dubai.

His Highness Sheikh Khalifa bin Zayed Al Nahyan is the second President of the United Arab Emirates (UAE) and the 16th Ruler of the Emirate of Abu Dhabi.

UAE is known for a number of landmark icons, namely:

Burj Khalifa- the world's tallest building since 2009(eclipsing Taipei's Taipei 101) and now the world's tallest man-made structure situated in Dubai.

Jabal Hafeet- A mountain primarily in the United Arab Emirates on the outskirts of Al Ain in the Emirate of Abu Dhabi. The mountain actually straddles part of the border with Oman. The mountain rises 1249 meters and offers an impressive view over the city. Jebel Hafeet was a well-known landmark throughout the area's history and is a contemporary tourist attraction.



Dubai Mall- the world's largest shopping mall based on total area and sixth largest by gross leasable area. With over 12 million sq. ft. (equivalent in size to more than 50 football pitches), the Dubai Mall has a total internal floor area of 5.9 million square feet (55ha) and leasable space of 3.77 million square feet.

The Palm Jumeirah- Artificial archipelago created using land reclamation by Nakheel, a company owned by the Dubai Government. It is one of three islands called the Palm Islands which extended into the Persian Gulf, increasing Dubai's shoreline by a total of 520 kilometers.

Yas Island- It occupies a total land area of 2,500 ha (25 km²), of which 1,700 ha will be claimed for development. The island holds the Yas Marina Circuit, which hosts the Formula One Etihad Airways Abu Dhabi Grand Prix since 2009. Ferrari World is a Ferrari themed amusement park on Yas Island. For car enthusiasts and adventure seekers, the Ferrari World in Abu Dhabi measuring 86,000 square meters is the largest indoor theme park in the world. The theme park is home to Formula Rossa, the world's fastest roller coaster. Other attractions at the Yas Island include Yas Waterworld & Yas Links Abu Dhabi.



Sheikh Zayed Grand Mosque- This architectural work of art is one the world's largest mosques, with a capacity for an astonishing 40,000 worshippers. It features 82 domes, over a 1,000 columns, 24 carat gold gilded chandeliers and the world's largest hand knotted carpet. Reflective pools surround the mosque, amplifying its beauty.

Fujairah - Hundreds escape the city life of Dubai and Abu Dhabi to camp, hike or climb, especially in cooler months. Visitors can enjoy dhow rides, swimming with dolphins, snorkeling etc.



CLIMATE

The UAE lies in the arid tropical zone extending across Asia and North Africa. Climatic conditions in the area are strongly influenced by the Indian Ocean, since the country borders both the Arabian Gulf and the Gulf of Oman. This explains why high temperatures in summer are always accompanied by high humidity along the coast. There are noticeable variations in climate between the coastal regions, the deserts of the interior, and mountainous areas.

From November to March daytime temperatures average a very pleasant 24° C (75° F). Night-time temperatures are slightly cooler, averaging 13° C (56° F) and less than 5° C (40° F) in the depths of the desert or high in the mountains. Summer temperatures are high, and can be as high as 48° C (118° F) inland, but it is lower by few degrees in coastal.

Average rainfall is low at less than 6.5 centimeters annually, more than half of which falls in December and January. The region is prone to occasional, violent dust storms, which can severely reduce visibility.

BUSINESS CULTURE

The working week traditionally starts on Saturday or Sunday and ends on Thursday, Friday are normally off days.

In terms of clothing, it is preferable to be conservative. It is better for men to wear a suit when in doubt. For women, the clothing has to be suitably modest. It is best to wear a shirt and trousers or a long skirt until you figure out the norm in your office. For the organization, the preferred dress code is smart causals



SOCIAL ETIQUETTE

There are a few things that one should be careful about socially in the UAE. In the Arab culture, members of opposite genders do not shake hands. Hence, it is best to greet a member of the opposite gender with a “Hello” and wait for the other person to extend a hand.

The UAE also has a harsh zero tolerance policy to use and abuse of illegal substances and drugs. Drinking and driving is strictly prohibited, and punishment can include jail term and deportation.

Here is a set of Arabic words that you may find useful in day to day:

Good morning!	Sabah el kheer
Hello/ Hi	Salaam Alekom
Welcome	Ahlan wa sahlan
Yes	Aiwa
No	Laa
Please	Law samaht
Really	Ya salam
Thank you	Shoukran
Yes Thank you	Aiwa shoukran
Tea	Shai
Coffee	Kahwa
Thanks God	El- hamdu- lillah
Good bye!	Ma'a salama
Good evening!	Masaa el kheer

USEFUL WEBSITES

Category	Service Provider	Website
Emergency	Dubai Police	http://www.dubaipolice.gov.ae/zd6o/
	Abu Dhabi Police	http://www.adpolice.gov.ae/en/
	Sharjah Police	http://www.shjpolice.gov.ae/en/
Hospitals		http://www.indexuae.com/Top/Health/Hospitals
Newspaper	Gulf News	http://gulfnews.com/
	The National	http://www.thenational.ae/
	Khaleej Times	http://www.khaleejtimes.com/index00.asp
	Al Khaleej	http://www.alkhaleej.ae/
Entertainment website		http://www.theentertainerme.com/
		http://www.abudhabicityguide.com/main/index.asp
		http://www.timeoutdubai.com/
		http://www.sharjahcityguide.com/main/index.asp
Tourist attractions		http://www.guide2dubai.com/attractions/
		http://visitabudhabi.ae/en/default.aspx
		http://www.sharjahtourism.ae/
Immigration information		http://dnrd.ae/en/Pages/Home.aspx
		https://www.abudhabi.ae/egovPoolPortal_WAR/appmanager/ADeGP/Citizen?nfpb=true&pageLabel=p_citizen_homepage_hidenav&lang=en
		http://www.snrd.ae/en/

**FOR ANY FURTHER INFORMATION, PLEASE CONTACT,
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