Expo Village Guide
Expo Village Guide

Preface

Expo 2020 Dubai is committed to creating a seamless journey for participants. In support of this, the Organiser has created unique accommodation at Expo Village that participants will be able to call their home.

The Expo Village Guide provides the necessary information and guidance to give participants a sound understanding of how to access Expo Village facilities and services. The physical presence of the One-Stop Shop in the Expo Village, along with other on-site services, will focus on meeting the needs of Expo Village tenants so that daily requirements are dealt with smoothly and swiftly.

This document includes a combination of best practice guidance that tenants will be encouraged to follow in order to reflect a safe, happy, and peaceful community environment. As well as these practices, tenants must abide by the United Arab Emirates (UAE) laws and regulations required by statutory authorities indicated in this guide.

The content of the Expo Village Guide is outlined in the accompanying table.

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Understanding Controls and Guides

Throughout this document, two criteria for compliance — controls and guides — have been established to provide participants with the necessary information required during their stay at Expo Village.

Controls are ‘must’ statements that establish the compulsory requirements for all participants taking part in Expo 2020 Dubai to ensure that the standards and aspirations are achieved for the benefit of all parties as a whole.

Guides are ‘can’ or ‘should’ statements that describe methods or suggested ways of operating that meet the specified goals and objectives of Expo 2020 Dubai.

Each control and guide is assigned a unique alphanumeric code. The first character of the code identifies if the statement is a control (C) or a guide (G). The numeric character identifies the sequential order of the control or guide. For example, in the accompanying figure, C-01 is a control while G-02 is a guide.

The controls and guides will facilitate the Organiser in assessing the Expo Village tenants’ compliance with Expo Village living standards and requirements. These will also enable the tenants to:

› Operate in a shared community that is mindful and respectful of other tenants.
› Manage their daily operations in line with the standards expected by Expo 2020 Dubai whilst living in Expo Village.
› Comply with the laws and regulations established by the United Arab Emirates (UAE) Government in relation to living arrangements.

Example of a Control Statement

C-01
Tenants must not use inappropriate or offensive language or behave in a manner that will cause offence or embarrassment to others.

Example of a Guide Statement

G-02
The Organiser strongly encourages participants to communicate their interest with the support of their Country Manager as soon as possible to ensure that requirements are met.
## Acronyms and Abbreviations

### Acronyms and Abbreviations

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<th>Expansion</th>
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<tr>
<td>ANPR</td>
<td>Automatic Number Plate Recognition</td>
</tr>
<tr>
<td>DCD</td>
<td>Dubai Civil Defence</td>
</tr>
<tr>
<td>EOI</td>
<td>Expression of Interest</td>
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<tr>
<td>GSM</td>
<td>Global System for Mobile</td>
</tr>
<tr>
<td>PSA</td>
<td>Pedestrian Screening Area</td>
</tr>
<tr>
<td>RTA</td>
<td>Roads and Transport Authority</td>
</tr>
<tr>
<td>SIM</td>
<td>Subscriber Identification Module</td>
</tr>
<tr>
<td>UAE</td>
<td>United Arab Emirates</td>
</tr>
<tr>
<td>VAT</td>
<td>Value Added Tax</td>
</tr>
<tr>
<td>VSA</td>
<td>Vehicle Screening Area</td>
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### Units

<table>
<thead>
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<th>Unit</th>
<th>Expansion</th>
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<tr>
<td>m²</td>
<td>Square metre</td>
</tr>
<tr>
<td>AED</td>
<td>United Arab Emirates dirham</td>
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### Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>E-hail</td>
<td>Private transport available via mobile apps.</td>
</tr>
<tr>
<td>Expo 2020 Dubai®</td>
<td>Name of the event that will be hosted on the Expo site; Also referred to as ‘Expo 2020,” ‘Expo,” ‘Dubai Expo 2020,” ‘Expo Dubai 2020,” and ‘Expo event.”</td>
</tr>
<tr>
<td>Expo Site</td>
<td>Located in Dubai South and circulated by the Outer Perimeter fence, it is made up of internal and external operational zones, managed by Expo 2020. Also referred to as ‘Site.’</td>
</tr>
<tr>
<td>ExpoRider</td>
<td>Direct and dedicated public bus service, provided and managed by RTA, created specifically for Expo 2020 to transport people from all Emirates to the Expo 2020 Site.</td>
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<tr>
<td>Headways</td>
<td>Measurement of the distance or time between vehicles in a transit system.</td>
</tr>
<tr>
<td>Matters of Stay Guide</td>
<td>An official Expo 2020 Dubai document that provides guidance on the processes that participants will be required to follow to undertake the activities pertaining to entry, stay, and work in the UAE.</td>
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<td>One-Stop Shop</td>
<td>A virtual and physical service provided by the Organiser to participants which offers end-to-end support for aspects such as permitting, approvals, submissions, certifications, and inspections. The One-Stop Shop will also respond to any queries or requests raised by participants. Participants can access this facility through the Participant Portal.</td>
</tr>
<tr>
<td>Organiser</td>
<td>Bureau Expo Dubai 2020; established by virtue of Decree No. 30 of 2014 issued on 25 June 2014 to administer the organisation and delivery of Expo 2020 Dubai.</td>
</tr>
<tr>
<td>Participant Portal</td>
<td>A web-based portal that facilitates communication, provides events management services, and provides other services to participants.</td>
</tr>
<tr>
<td>People Mover</td>
<td>Transport mode(bus) operating on the Service Road only, servicing all guest groups. Contractors are not encouraged to use the service during on-hours.</td>
</tr>
<tr>
<td>Podium</td>
<td>A podium is a platform used to raise a building to a short distance above its surroundings.</td>
</tr>
<tr>
<td>Secure Site</td>
<td>The area containing the internal operational zones, found within the inner perimeter fence, accessed by either VSA or PSA.</td>
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<tr>
<td>Special Regulations</td>
<td>The Special Regulations listed in Article 34 of the General Regulations.</td>
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<td>Tenants</td>
<td>Participant personnel and accompanying dependants who have chosen to live in Expo Village and have signed a tenancy agreement.</td>
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</table>
1 | Introduction
Expo Village will be a global community that connects residents in a tranquil and peaceful setting and offers them everything they need to maintain an enjoyable lifestyle.

In line with Expo 2020 Special Regulation No. 6 concerning accommodation for participants, this document has been developed to provide participants with the necessary information on the Expo Village apartments and the available facilities and services.

Figure 1.1 Expo Village – Location
The guiding principle behind the Expo Village design is to provide convenient, comfortable, and secure accommodation in a community environment. It offers tenants everything they need to maintain an enjoyable lifestyle.

Accommodation at Expo Village has been purposely designed, furnished, and serviced to maximise the tenants’ comfort and well-being. A host of facilities and services will be available to participants that will ensure a truly memorable experience.

1.1 Location

Expo 2020 Dubai is located less than 35 km southwest from Downtown Dubai and strategically located between the cities of Dubai and Abu Dhabi. The site is between Al Maktoum International Airport, Jebel Ali Industrial Area, and Dubai Investment Park as shown in Figure 1.1 and Figure 1.2. Expo Village is located outside the Secure Site and directly next to a brand-new Metro Station entrance within easy walking distance of the Expo Site Gate and within walking distance of the Dubai Expo Mall through the beautiful Expo Park.

Figure 1.2. Expo Village – Location and Road Access
1.2 Overview

The Expo Village is a new residential community and will accommodate approximately 3500 participants in 2100 units from August 2020 until the end of the Decommissioning Phase. Each residential tower will offer a mix of studios, one, two, and three-bedroom apartments. Expo Village will be a vibrant, multicultural, open, and dynamic community with a mixture of modern energy efficient residential buildings, pedestrian promenades, and landscaped recreational areas. Figure 1.3 provides an overview of the primary features of Expo Village while Figure 1.4 provides an illustration of the Expo Village site and important landmarks.

Figure 1.3  Expo Village Main Features
2 | Expo Village Accommodation
All apartments in Expo Village will be furnished and serviced to ensure a comfortable stay.

Expo Village consists of 15 residential towers and includes apartments ranging from studios to 1, 2, and 3-bedroom apartments. Residential towers will be built across four podiums and will range between 10 and 16 floors. Participants will be able to move into their new accommodation as of 01 August 2020.

2.1 Eligibility

All participants are eligible to apply for accommodation at Expo Village and it is the responsibility of the participant to declare who will be living in the accommodation including family.

2.2 Types of Accommodation

To meet the accommodation needs of the participants, Expo Village will offer different apartment layouts, including modern and sophisticated designs, for serviced and furnished studio apartments, as well as serviced and furnished 1, 2- and 3-bedroom apartments. Figure 2.1 illustrates the different apartment layouts.

Figure 2.1 Apartment Layouts
2.3 Village Accommodation Services

The Organiser will ensure that all participants have a comfortable stay in their new accommodation which has been purposely designed to create a ‘home away from home’ environment. The Organiser has arranged for all apartments to be furnished and serviced so that tenants have a pleasant and comfortable stay in their new homes. The Accommodation Services provided at the Expo Village are illustrated in Figure 2.2.

2.3.1 Wi-Fi Access and TV

Apartments will be provided with a Wi-Fi connection in order to access TV and the internet. A large ‘Smart’ TV with an ‘Etisalat Elife’ TV package will also be included in each apartment.

2.3.2 Furniture, Fixtures, and Equipment

Apartment kitchens are fully equipped with a washing machine, refrigerator, oven, kettle, microwave, cutlery, and utensils. Other furnishings include a TV, dining table, seating, wardrobes, queen-sized and single beds, and a Safety Deposit Box to ensure the safety of valuable items.

2.3.3 In-house Cleaning and Additional Services

Housekeeping services will include cleaning and towel/linen changes once a week. Tenants can request additional services on a rate-card basis such as extra cleaning and linen/towel changes, laundry, ironing, and dry-cleaning at a cost.

2.3.4 Participant Parking

Parking provisions are made for all tenants. Table 2.1 gives the number of parking spaces per apartment.

No dune buggy, water craft, water craft trailer, truck, recreational vehicle, mobile home, motor home, van or camper shell which is detached from a vehicle shall be parked or driven in any part of the car park unless for a temporary period and upon approval from the building management.

The operation of dirt bikes, trail bikes, sand buggies, off-road vehicles and non-licenced motorised vehicles is not permitted anywhere in Expo Village.

Vehicle entrances to the podiums will have Automatic Number Plate Recognition (ANPR) systems fitted and tenants will be issued with an access card.

Table 2.1 Number of Parking Spaces

<table>
<thead>
<tr>
<th>Apartment Type</th>
<th>No. of Parking Spaces per Apartment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio/1-Bedroom/2-Bedroom</td>
<td>1</td>
</tr>
<tr>
<td>3-Bedroom</td>
<td>2</td>
</tr>
</tbody>
</table>

2.4 Village Accommodation Allocation

G-01 Participants should submit their accommodation requirements at Expo Village before 31 December 2019 by using the Expression of Interest (EOI) form available on the Participant Portal.

G-02 The Organiser strongly encourages participants to communicate their interest with the support of their Country Manager as soon as possible to ensure that requirements are met.

Once the EOI window is closed, allocations will be reviewed and finalised by the end of January 2020.
2.4.1 Accommodation Occupancy

Participants should be aware when completing the EOI document that there are conditions to be followed regarding the type and number of beds in each apartment. Table 2.2 gives the occupant limits and bed configuration per apartment type.

Table 2.2 Occupant and Bed Configuration

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<tr>
<th>Apartment Type</th>
<th>No. of Occupants</th>
<th>Bed Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Studio</td>
<td>Minimum: 1</td>
<td>1 x Queen-Sized Bed only</td>
</tr>
<tr>
<td></td>
<td>Maximum: 2</td>
<td></td>
</tr>
<tr>
<td>1-Bedroom Apartment</td>
<td>Minimum: 1</td>
<td>1 x Queen-Sized Bed only</td>
</tr>
<tr>
<td></td>
<td>Maximum: 2</td>
<td></td>
</tr>
<tr>
<td>2-Bedroom Apartment</td>
<td>Minimum: 2</td>
<td>1 x Queen-Sized Bed will be in the 1st Bedroom (Single Beds unavailable) and a</td>
</tr>
<tr>
<td></td>
<td>Maximum: 4</td>
<td>choice between a 1 x Queen-Sized Bed or 2 x Single Beds in the 2nd Bedroom</td>
</tr>
<tr>
<td>3-Bedroom Apartment</td>
<td>Minimum: 3</td>
<td>1 x Queen-Sized Bed will be in the 1st Bedroom (Single Beds unavailable) and a</td>
</tr>
<tr>
<td></td>
<td>Maximum: 6</td>
<td>choice between a 1 x Queen-Sized Bed or 2 x Single Beds in the 2nd and 3rd</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Bedroom</td>
</tr>
</tbody>
</table>

Note: The bed configuration is subject to change.

2.5 Accommodation Cost

The fully furnished and serviced apartments offer a similar look and feel to many of Dubai’s communities, ensuring that tenants fully experience the beauty, warmth, and comfort that Dubai offers.

The Organiser will provide accommodation for approximately 3,500 participants in 2,100 apartments and different living options are available. Apartment rates can be found on the Participant Portal.

2.5.1 Accommodation Payment Process

Once allocations have been confirmed, the Organiser will source tenancy agreements and invoicing documents. Payments for all accommodation will be required in advance of the event and the Organiser will provide further information regarding billing in Quarter 1, 2020.

If accommodation requirements change after payment, the Organiser will review on a case-by-case basis depending on apartment availability.

2.6 Accommodation Process

A Process Map detailing the Accommodation Process is shown in Figure 2.3.

2.7 Alternative Accommodation outside of Expo Village

Participants have the option to arrange accommodation for their personnel outside of the Expo Village. The One-Stop Shop will support participants and provide the relevant information including suitable communities to reside and how to arrange viewings with property management organisations. Please find more information in the Operations Guide Section 2.1.2—Accommodation in Dubai.

2.7.1 Gender Policy

Participants who decide to live outside Expo Village should be mindful that, as per UAE laws and regulations, couples out of wedlock cannot cohabitate.

The Organiser has received special approvals from the regulatory bodies and authorities in order to allow couples out of wedlock to live together inside the Expo Village apartments. This policy provides participants with greater flexibility when completing their EOI document. Participants should be mindful that this policy does not extend outside of the Expo Village and that participants living elsewhere must abide by UAE laws and regulations.
Figure 2.3 Accommodation Process

1. Expression of Interest
2. Allocation
3. Tenancy Agreement
4. Payment
5. Move In (Key Handover)
6. Move Out
7. Key Handover and End of Lease
3. Expo Village Facilities and Support Services
Participants can enjoy the many facilities and services within walking distance including swimming pools, gyms, landscaped parks, play areas, cafes, restaurants, a shopping mall and a cinema.

Participants can also access the physical One-Stop Shop and other services including a dedicated concierge to support day-to-day needs. An illustration of the different services is shown in Figure 3.1.

3.1 One-Stop Shop
A physical One-Stop Shop will be stationed in the village to support tenants through their Expo journey, thus ensuring a seamless experience.

The One-Stop Shop will provide tenants with services such as banking, telecoms, fleet management, car rental, and immigration. The physical One-Stop Shop will operate from 9:00 am to 6:00 pm and will be accessible in person and through the Participant Portal.

3.1.1 Banking
The UAE has a number of local and international banks offering checking and deposit accounts with low charges and attractive services.

The Official Banking Partner for Expo 2020 Dubai is Emirates NBD who have developed competitive offers for both personal and corporate accounts. These can be found on the rate card via the Participant Portal. Emirates NBD services will be available in the Expo Village alongside the One-Stop Shop and will be able to support participants with their needs.
3.1.2 Mobile Phones
The UAE’s major telecommunications network providers offers two service options for residents to choose from:
› Post-paid services (standard GSM).
› Pre-paid services.

An Emirates ID is required for both post-paid and pre-paid services. However, providers also offer tourist/short-term packages that include a SIM, minutes, and data.

Etisalat, the Official Telecommunications Partner, is providing exclusive offers for both individual and corporate subscriptions of their post-paid service. Further details on services and prices can be found on the rate card section on the Participant Portal. The One-Stop Shop in the Expo Village will also be able to support participants.

3.2 Swimming Pool and Gym
Participants will have exclusive access to swimming pool facilities, which will be open every day from 6 am – 10 pm with a lifeguard on duty at those times. Tenants will also have exclusive access to the gym which will be situated in the residential towers and open 24-hours a day. Access to the gym shall be granted using a key card. Further details regarding the swimming pool and gym can be found in the ‘Community Rules’ section of this guide.

3.3 Building Management
A dedicated building management team will be responsible for the maintenance and regulatory third-party testing of all equipment and systems within Expo Village and will be on hand to deal with all maintenance matters. A facilities supervisor will oversee operations including all mechanical, electrical, and plumbing requirements. More details will be provided in the handbook that participants will receive at the moment of the tenancy agreement.

3.4 Building Services
A staff member will be available during core hours every day to handle requests relating to key handover, cleaning, maintenance, transport, and deliveries. There will be a service to provide access to local tours so that tenants can visit places of interest around the UAE and familiarise themselves with the local culture, heritage, and environment. More details will be provided in the handbook that tenants will be provided on check-in.

3.5 Key Handover
Tenants will be arriving and departing at different times so building management will provide a 24-hour check-in/out reservation desk in Expo Village to ensure a seamless process.

Tenants will be provided with entrance door, parking, and elevator key cards along with a standard key for the apartment door. Tenants should note that apartments will not include an intercom system.

3.6 Security
Expo Village residential towers will include 24-hour security with manned lobbies and all security systems will be provided in accordance with Dubai Police requirements.

3.7 Signage and Wayfinding
To ensure tenants can navigate effectively and have a seamless journey experience throughout Expo Village, clear signage and wayfinding will be available to help tenants reach a destination.
4 Expo Village Community Rules
The primary objective of the community rules is to create a tranquil, safe, and attractive environment for tenants at the Expo Village.

The rules have been designed to ensure that tenants and their guests contribute positively to the community, and that the appropriate mechanisms are in place to address any concerns.

4.1 Tenant Expectations

The community rules are applicable to tenants, as well as employees, contractors, guests, and any other visitors at the Expo Village.

4.1.1 Noise

Tenants should keep noise to a minimum and ensure that it does not interfere with the Expo Village community.

C-01 Tenants must not use inappropriate or offensive language or behave in a manner that will cause offence or embarrassment to others.

Noise generated from garden equipment, power tools, or trade works is permitted only during the building management designated hours or as specified by the relevant authority.

4.1.2 Privacy

Tenants should be considerate of others’ privacy. Tenants should be aware that there are security cameras installed in common areas.

4.2 Expo Village Facilities and Services

The following rules regarding the Expo Village facilities are in place to ensure that tenants have an enjoyable and safe experience.

4.2.1 Gym

The gym is for use by tenants and all users must be at least 18 years old. Gym users are encouraged to read the Code of Conduct notices and follow instructions when using the equipment to avoid misuse and prevent injury.

4.2.2 Swimming Pool

Tenants and their accompanying guests may enjoy the swimming pool facilities and follow the rules that will be displayed around the facility.

A lifeguard will be on duty at the swimming pool during its opening times from 7:00 am – 7:00 pm. Tenants are required to follow the community pool rules.
4.2.3 Recreational Areas

C-02 The Expo Village facilities are for the exclusive use of tenants and their guests. Tenants should be mindful that children under the age of 14 years must be accompanied and supervised at all times by an adult of 18 years or older.

4.2.4 Hosting Personal Functions

C-03 Tenants wishing to hold functions in any open area in the Expo Village must obtain prior approval from the building management:

› The building management reserves the right to withhold authorisation for any event in order to prevent any major disturbance to other tenants due to excessive vehicular or pedestrian traffic or noise.

› Stereo equipment can only be used in designated areas so that noise levels can be controlled.

› Tenants will be responsible for any damage and cleaning costs arising from functions using the common areas.

4.2.5 Guest Access

Tenants can log their guests with building management and notify security of their arrival date and time. Alternatively, guests may register at reception upon arrival, and provide the necessary identity documents. Visiting hours for guests are open with no restricted times.

Tenants shall limit the number of guests using the facilities to ensure fair and equal access for all. Building management reserves the right to assess whether the number of guests is reasonable.

4.2.6 Deliveries and Removals

C-04 Tenants must notify building management and should receive written approval if they wish to move any bulky items or have any deliveries scheduled. The movement of bulky items must be carried out under the guidance of the building management:

› Any damage to common property caused by the movement of items shall have the costs of repair recoverable from the participant.

› Tenants must not park or leave their vehicles unattended in the loading bay at any time or hinder the use of the loading bay by others.

› Tenants must not, without prior approval of the building management, use any passenger lifts or escalators for transportation of furniture or bulky items. Tenants must ensure that designated lifts and staircases are used for deliveries and removals.

› Any bulk deliveries and removals must be carried out during the hours fixed by the building management.

› Building management must receive at least 48 hours’ notice in advance for bulky deliveries and removals.

› Building management may deny entry for bulky deliveries and removals if any of the above provisions are breached.
4.3 Apartment Use and Responsibilities

C-05 Expo Village will be a home away from home. To ensure that all tenants are comfortable and enjoy their Expo Village experience, the following rules must be followed:

› The apartment is used strictly for its permitted use as specified in the declaration or otherwise approved by the relevant authorities.

› The apartment is not to be used for any illegal or immoral act nor for any use that may harm the reputation of the Expo Village or Expo 2020 Dubai.

› No commercial activity in any form is carried out from an apartment.

In order to manage the Village Community Rules effectively, the building management may issue an enforcement notice to an offending party and will:

› Recover all rectification and other associated costs including all legal and debt recovery expenses from the offending party.

› Apply the maximum monetary penalty determined by the relevant authorities and applicable laws against the offending party.

4.3.1 Pets

Pets are not permitted in the apartment or anywhere on the Expo Village site and should not be brought into the Expo Village by tenants or their guests.

G-03 People of determination may be accompanied by a trained guide dog. An individual requiring a guide dog or other special assistance animal shall advise the building management in writing prior to becoming a resident that a special assistance animal is required and shall provide sufficient medical documentation to prove this. They should also obtain written consent from the building management.

4.3.2 Alterations and Damage

The purpose-built Expo Village apartments are fully furnished and equipped with everything needed to ensure a comfortable stay. Tenants should not make alterations and will be liable to compensate the provider for any damages to the apartment or common area.

Tenants must not mark, paint, drive nails or screws, or otherwise damage or deface, any structure across Expo Village including the apartment. Tenants must make good any damage, breakage, or defect to the common areas or apartment.

Acts of graffiti or vandalism are prohibited and any participant responsible for causing such damage shall be held responsible for the cost of cleaning, repair, or replacement. Incidents of graffiti or vandalism may be reported to Dubai Police for further action.

4.4 Employee Welfare

C-06 Tenants who wish to employ household staff are to abide by employee welfare laws and regulations in the UAE and should be aware that they are solely liable for their employees’ actions.

C-07 Live-in household staff, including (but not limited to) housemaids, cleaners, drivers, and cooks must hold a valid UAE residence visa issued by the Dubai Immigration Department.

Participants are liable for criminal prosecution if they are found accommodating household staff without the correct residency documents. Participants should refer to the ‘Matters of Stay’ Guide for detailed guidance regarding sponsorship, visa, and immigration.

4.4.1 Treatment of Community Staff

Tenants are to treat all staff members of the Expo Village Community in a cordial manner. Verbal and/or physical abuse will not be tolerated and will be treated as a serious violation of the Community Rules.

G-04 Complaints regarding employees and/or vendors should be presented in writing to the building management.

Tenants are not to directly instruct any contractors or staff employed by the building management unless authorised to do so.

4.5 Health, Safety, and Environment

The Organiser is committed to providing the highest level of protection against risks to health, safety, and the environment. Appropriate measures will be taken in Expo Village to ensure that the wellbeing and safety of tenants is maintained throughout.

4.5.1 Emergency Procedures

Building management may contact tenants from time to time regarding emergency procedures including fire evacuation processes and other safety measures.

Tenants can contact building management if they encounter an emergency. If immediate attention is required, the contact numbers shown in Figure 4.1.
4.5.2 Security
Tenants shall take reasonable measures to keep their apartment and property secure from loss or damage:

G-05 Apartment doors and windows should be locked when unoccupied and the security deposit box should be used at all times to keep personal valuables safe.

G-06 Tenants should comply with all rules and directions as communicated by the building management, including emergency evacuation drills and procedures which may be carried out without prior notice.

4.5.3 Fire Safety and Prevention of Hazards
Building management will ensure that the maintenance of all fire and life safety systems will be in accordance with Dubai Civil Defence (DCD) standards. Participants are to make themselves aware of the fire safety procedures.

G-07 Tenants and guests should refrain from hazardous or dangerous activities as this may void any existing insurance policy, or cause an increase in the insurance premium, which will be payable by the participant.

- Storage of flammable chemical, liquid or gas, or other flammable material.
- Storage and usage of naked flames, fireworks, firearms, and barbeques.
- Alteration of fire detection and alarm systems unless required to do so by building management.
- Disposal of furniture or other personal items in the common areas unless directed by building management.
- Use of unattended cooking appliance(s).
- Negligence resulting in infestation by vermin, insects, or other pests.

4.5.4 Waste Management
The waste management procedures at Expo Village are in line with Expo 2020 sustainability goals. The Organiser and tenants will work together to achieve a minimum of 85% diversion from landfill.

Tenants will be provided with information on waste management as part of their apartment handover.

C-08 Tenants must adhere to the following waste management rules:

- Tenants must refrain from the disposal of any garbage, dirt, or other items in the Expo Village Community Facilities.
- Tenants must refrain from accumulating waste in or around the apartment.
If a tenant fails to remove any waste, the building management shall be entitled to enter the apartment and remove the rubbish, recyclable material or waste at the tenant’s cost.

Dumping of ashes, rubbish, sawdust, garbage, landfill, solid waste, cigarette butts, or any other type of refuse or other unsightly or offensive materials is prohibited within the Expo Village Community.

Tenants are responsible, at their cost, for the removal of all such material from the Expo Village Community and their apartment, other than household waste.

Tenants must make separate arrangements, at their own cost, for the disposal of large and/or heavy items, including, but not limited to unwanted personally purchased furniture as well as appliances.

No incinerator shall be kept or maintained in any apartment.

A tenant, in relation to the disposal of rubbish, waste, and recyclable material shall ensure that:

- Rubbish is securely wrapped.
- Tins or other containers are completely drained.
- Recyclable material or waste is separated and prepared in accordance with the applicable recycling guidelines, if any.
- Compliance with building management and relevant authority requirements for the storage, handling and collection of rubbish, waste and recyclable material.

4.5.5 Smoking
Tenants and guests may only smoke in the areas designated by the building management.

Tenants and guests must dispose of cigarette butts and any other smoking residue in the assigned rubbish bins and must not, under any circumstances, dispose of any cigarette butts and any other smoking residue elsewhere within the Expo Village or in a manner that gives rise to a risk of fire.

4.5.6 Alcohol
Participants need to be aware that there is zero tolerance to individuals who drive after drinking as per UAE law.

Participants and guests must only drink alcohol in designated areas and must abide by the laws of the UAE. The legal age is 21 years old.

It’s a legal requirement for any Dubai resident who wishes to drink, transport or store alcohol at home to hold a valid personal Liquor Licence.

4.5.7 Expo Village: A Green Community
Tenants can maximise energy efficiencies in their apartments and in the Expo Village community by considering sustainability in daily practices as illustrated in Figure 4.2.

Participants can help Expo 2020 be greener by considering sustainability in their daily operations while living in Expo Village by:

- Reducing energy consumption and saving on water and electricity in the apartment by turning off lights and electrical appliances.
- Turning down the air-conditioning when the apartment is unoccupied.
- Saving on housekeeping and laundry services with reduced towel and linen changes per week.
- Using the segregated bins to recycle waste and therefore minimising the need for landfill waste.
5 Transport Services
A variety of transport options will be available to ensure that participants can easily travel between Expo Village, the Expo Site, and beyond.

Participants should read this chapter in conjunction with the Operations Guide (Chapter 2: Staff Experience) which provides an overview and lists the controls related to general transport and traffic rules. An illustration of the different Transport Services is shown in Figure 5.1.

Two different shuttles are available to accommodate the transport from Expo Village into the site.

Figure 5.1 Transport Services
5.1 Participant Shuttle

Expo Village tenants are within easy walking distance of the site; however, tenants who are carrying equipment can use the participant shuttle service from the Expo Village to the Metro Plaza Visitors Entrance. Once on-site, they can use the People Mover Shuttle Service to continue their trip on-site (see 2.2).

5.1.1 Pre-event and Post-event Shuttles

The Organiser will provide a pre-event participant shuttle service from the Expo Village to the Metro Plaza Visitors Entrance from 1 September 2020 to 19 October 2020. Post-event participant shuttle services will be in service from 11 April 2021 to 30 April 2021. Shuttles will run from 7:00 am to 9:00 pm during both phases and will support tenants with their demands during fit-out and decommissioning phases.

5.1.2 Event Time Shuttles

Shuttles will operate from 20 October 2020 until 10 April 2021 and services will start from 6:30 am until up to 90 minutes after close. Frequencies will vary between 05 and 15 minutes depending on the time of the day.

There will be dedicated Shuttle Stops at various points within the Expo Village for pick-up and drop-off services. A pick-up and drop-off area will also be provided close to the metro station at regular intervals.

5.2 People Mover Shuttle Service

Once inside the Expo 2020 site, tenants can access the People Mover Shuttle. This service is designed for visitors; however, tenants are welcome to hop on to the shuttles too. People Mover Shuttles will travel around the site to designated points allowing visitors and participants to move from one part of the site to another easily and quickly as shown in Figure 5.4.

5.2.1 Pre-event and Post-event Shuttles

A less frequent shuttle service compared to Event Time will be implemented between 01 August 2020 and 19 October 2020 for the Pre-event phase, and between 11 April 2020 and 30 April 2020 for the Post-event phase, from 08:00 am until 08:00 pm, with sufficient headways to support the Workforce and International Participants demand in Fit-out/Load-In/Move-out phases.

5.2.2 Event Time Shuttles

Two (02) types of operations are planned from 20 October 2020 until 10 April 2021:

**Partial Operation:** This operation starts from 06:30 am until gates open and from gates close to 90 minutes after for the workforce. Enough headway will be provided to attend to the demand of the accredited personnel arriving to/departing from or wishing to move around the site to ensure its readiness before the gates open and support departures after gates close.

**Full Operation:** This operation starts when the gates open until they close for visitors. The Roads and Transport Authority (RTA) will deliver headways that attract and encourage visitors to use the service (e.g. during Event peak times, passengers should not wait more than 3 minutes for the next bus at any stop). However, during peak times and/or unforeseen situations, the common goal should be to use all resources and infrastructure available to transport as many people as possible in the least amount of time.

5.3 Metro Services

A brand new, purpose-built metro station has been built in preparation for Expo 2020 and is situated within a short walking distance to the Expo Village and the Secure Site. The Dubai Metro is a convenient and affordable means of transportation that enables easy commute to the majority of locations within the Emirate. The Dubai Metro trains comprise of different types of cabins for commuters including designated cabins for women and children.

The Expo 2020 Station built by the RTA in front of the Expo 2020 Gate has the capacity to serve an estimated 18,000 at peak hours in each direction. Tenants will be able to walk into the Expo Village directly from the metro station.

The metro line will have limited operations from 01 July 2020 to 30 September 2020 where metro passengers must switch trains at Nakheel Harbour and Towers Station to transfer to the Expo 2020 Station. The metro will be in full operations as from 1 October 2020 (passengers will not need to change trains at Nakheel Harbour and Towers station). Operating times are illustrated in Figure 5.4. Please check the RTA website for latest information and possible changes to the operating timing schedule.
5.3  Nol Card
Cash will not be accepted as a means of payment for the metro, buses, and water buses. Commuters need to acquire a Nol Card which is a smart card that enables them to pay for the use of various RTA transport modes in Dubai with a single card. Commuters can use the Nol Card to travel on the metro, buses, water buses, Dubai Tram as well as pay for RTA’s paid parking. Nol Cards are available in different types to meet everyone’s needs. See Supporting Resources for further information.

5.4  ExpoRider
The ExpoRider is a public bus service available to Expo 2020 visitors traveling to and from the Expo 2020 event. There will be multiple stations strategically placed across Dubai and throughout the UAE. The buses will travel to Expo 2020 stations situated next to each of the four Expo Site Portal.

Although this service will target visitors travelling to and from the Expo 2020 site, participants may choose to use this service as an easy mode of transport if they are travelling to Expo 2020 from an ExpoRider serviced location or if they wish to travel to an ExpoRider serviced location from the Expo 2020 site. Operational dates and hours are shown in Figure 5.3.

5.5  Expo Village Fleet
Nissan is an Official Expo 2020 Partner and will provide the Organiser with a small fleet of branded vehicles for tenants to use during Event Time. This limited vehicle pool can be used by tenants for their business and recreational travel needs free of charge between 7 am to 10 pm daily from 01 September 2020 until 30 April 2021.

These vehicles will be maintained and managed by the Organiser and tenants are encouraged to book them via the Participant Portal. Vehicles can also be booked in person at the Self-Drive Service Desk in the One-Stop Shop in Expo Village.

Tenants need to provide at least one-hour advance notice and can make a booking up to two days in advance subject to availability.

C-11  Upon booking a vehicle, tenants must provide proof that they are an Expo Village tenant.

C-12  If Expo Village tenants are in the country on a visit visa, they must provide a valid international/country driving licence. If tenants are on a residence (employment) visa, they cannot drive a vehicle with just a valid international driving licence and will also need a valid UAE driving licence.

The Organiser will help facilitate tenants obtaining their valid UAE driving licence. For further details, refer to the Matters of Stay Guide.

Tenants are fully responsible for the vehicle while it is in their possession including being responsible for traffic fines and penalties. Tenants should also be mindful that if the vehicle isn’t collected within 30 minutes of the time booked, the reservation will be cancelled.

5.5.1  Tenants on a Residence Visa
Depending on the driving licence issuing country, tenants on a residence (employment) visa will need to do one of two things in order to use a vehicle:

› Transfer their original driving licence into a UAE licence.

or

› Take lessons and an exam in accordance with the Government of Dubai Roads and Transport Authority (RTA).

Tenants should refer to the RTA website for further information and to Section 2.6.5 of the Operations Guide as well as the fleet handbook.

5.6  Bicycles
The Organiser will allow residents to bring their own bicycles into Expo Village. Bicycles must be self-propelled and two-wheeled.

Bicycles are not permitted to be stored in the building entrance lobby, corridors, lifts or staircase and the Organiser does not accept any liability for the loss, damage, or injury that a user may incur while using their bicycle on the Expo Village site.
5.7 Taxi and E-Hail Taxi Services
Taxis can be hailed on the street, picked up at taxi stations, or booked by phone. They are also available electronically via e-hail apps. Taxis in Dubai are metered, air-conditioned and operate 24/7. A large taxi and e-hail fleet will be available to accommodate the expected demand of tenants.

The closest staging area for taxis is shown in Figure 5.4. Taxis will be in operation a few hours before the opening and closing at the Expo Site Portals during Event Time.

5.8 Private Car Hire
Tenants’ staff may also hire cars from third-party providers. Companies offer a range of vehicles at different price points depending on the vehicle type, length of rental period, and insurance coverage.

If the driver is on a visit visa, they can drive with the support of an international driving licence from the issuing country. If the driver applies for a residence/employment visa, they are required to obtain a valid UAE driving licence.
Supporting Resources
Supporting Resources

› Federal Law No. (21) of 1995 Concerning Traffic

› Matters of Stay Guide

› Nol Card
  https://www.nol.ae/RtaPortal/Portal.portal

› Operations Guide

› RTA Website and Metro Timings
  https://www.rta.ae/wps/portal/rta/ae/home?lang=en
  https://www.rta.ae/wps/portal/rta/ae/public-transport/timetable

› Special Regulations

› Sustainability Policy