DP WORLD

Dubai Auto Market Guidebook

Version 1.0 (October 2024)



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Foreword



We are happy to welcome you to the DP World community. We take great pleasure in presenting the first volume of the Service Guidebook for Dubai Auto Market. This comprehensive guide covers all services provided by the market.

This reference book will help you navigate through services while providing precise information and step-by-step procedures for availing them.

I hope the information will be valuable in efficiently availing the services.

We are constantly working to enhance our customers' experience. We welcome your valuable suggestions to make this publication more useful in the future. Once again, I welcome you to the DP World community.

Abdulla Al Hashmi
Chief Operating Officer
Parks & Zones
DP World GCC

About Dubai Auto Market

The market provides a comprehensive range of infrastructure and business services designed to facilitate trade, streamline operations, and fuel growth within the automotive sector. Spanning 20 million square feet of cutting-edge facilities, it offers an unmatched environment for buying, selling, and scaling automotive businesses.

Dubai Auto Market serves as a one-stop destination for driving growth, optimizing operations, and expanding global reach in the automotive industry.

To know more visit: www.dubaiautomarket.ae

Call the dedicated 24/7 toll-free number **800 – 379- 326** for any queries.

Working Hours (all days):

- Morning: 8:30 am to 1:30 pm
- Evening: 4:00 pm to 9:00 pm

1. Dubai Trade Portal Operation

1.1. About Dubai Trade Portal

The Dubai Trade Portal is an electronic platform that enables Customers to apply for services offered by Dubai Auto Market.

Once registered with DP World, the company will receive a User ID and Password to activate the Dubai Trade Portal.

1.2. Dubai Trade Portal – Online Registration

Description

This service outlines the necessary steps and requirements for Dubai Auto Market companies to register on the Dubai Trade Portal, enabling them to access leasing and property services.

Process Steps

- Visit the Dubai Trade Portal at www.dubaitrade.ae
- Complete the online application form on the Dubai Trade portal.
- Upon approval, a notification will be sent to the customer.

Documents Required

- Emirates ID copy
- Passport copy
- Trade license copy

Fees	Processing Time
• No Fee	• 1 working day

2. Lease Renewal

Description

This service outlines the necessary steps and requirements for renewing a lease for the companies under Dubai Auto Market.

Process Steps

- Customers will receive a lease renewal notification.
- To initiate the renewal process, customers can log in to the Dubai Trade Portal.
- Open the service link, fill in the necessary details, and submit the application.
- Make the payment via the EZVoucher link generated by Dubai Trade Portal.

Documents Required

- Lease Agreement
- Lease Rental payment confirmation

Fees	Processing Time
• Calculated as per Lease Agreement	• 1 working day

3. Sublease Request

Description

This service outlines the necessary steps and requirements for customers to sublease facilities under the Dubai Auto Market.

Process Steps

- Submit the sublease request on the Dubai Trade Portal.
- The Lease officer will evaluate the application and notify the customer of additional documentation and charges applicable to proceed with the Sublease renewal.
- Customers to pay the calculated sublease fee on the Dubai Trade Portal.

- The customer receives the No Objection Letter, which he can use to obtain an Ejari certificate from the Land Department for the subleased facility.

Documents Required

- Tenancy Agreement

Fees	Processing Time
• 10% of the higher amount between the lease with the sublessee and the lease agreement with the market operator	• 1 working day

4. Facility Termination by Customer

Description

This procedure describes the steps taken to enable the customers to cancel or terminate their facility or lease within the Dubai Auto Market.

Process Steps

- Log in to the Dubai Trade Portal.
- Open the service link, complete the required fields, and upload the necessary documents before submitting your request.
- After evaluating the service request and inspecting the facilities, the Facility Management team will deliver the end-of-lease document.

Documents Required

- DEWA final clearance
- Undertaking letter for lost key/card based on selections in the request form

Fees	Processing Time
• Maintenance costs are payable as assessed by the End-of-Lease team	• 1 working day

Notes

〉 The tenant is liable to pay the pro-rata rental up to the date of maintenance work completion of the leased unit(s).

5. New Facility Request

Description

This service outlines the procedure and the steps taken to initiate the customer's request for a new facility within the Dubai Auto Market.

Process Steps

〉 Log in to the Dubai Trade Portal.

〉 Open the service link and submit a new request for the new facility.

〉 Once the request is received, the sales expert will offer suitable facilities for the customer to select.

〉 Customer seeks necessary approvals and permits as indicated by the sales expert.

〉 Customer pays the deposit and updates the payment information on the Dubai Trade Portal.

〉 Customer to collect documents & keys.

Documents Required

〉 Request letter signed by the authorised person.

〉 Authority Approvals (if required)

Fees	Processing Time
• Deposit fee	• 3 working days

6. Facility Transfer Request

Description

This service outlines the necessary steps and requirements for transferring a facility in the Dubai Auto Market.

Process Steps

- Existing customer initiates facility termination process with the intent to transfer the facility to the new owner.
- Once the existing customer completes facility termination, the new customer must make the necessary payments: a new lease, transfer fee, and rent deposit.
- Upon payment confirmation, the customer receives the new lease agreement.

Documents Required

- Signed Transfer Application Form

Fees	Processing Time
• New lease amount (20% increase from previous rate), transfer fee (10% of new rent), and rent deposit (10% of new rent).	• 2 working days

7. Request for NOC (LIU, Office, Plot & Other Facility Types)

Description

This service outlines the necessary steps to request a No Objective Certificate (NOC) for LIUs, offices, plots, and other facilities within the Dubai Auto Market.

Process Steps

- The customer can apply for a No Objection Certificate (NOC) by emailing the details to apm.noc@dubaiautomarket.ae
- During the evaluation, customers could be asked to submit additional documents.
- After completing the evaluation, the NOC is emailed to the customer.

Documents Required

- Supporting documents for NOC

Fees	Processing Time
• No Fee	• 1 working day

Notes

- NOC can be requested for completion certificates, design concepts, modifications, and authorities.

8. Multi-Story Carpark Booking Service

Description

This service outlines the necessary steps and requirements for companies that operate Showrooms in the Dubai Auto Market to book parking slots from the Multi-Story Carpark.

Process Steps

- Email the Dubai Auto Market team at AutoMarket.Parking@dubaiautomarket.ae with parking slot requirements (number of slots and duration).
- Customers can review and approve the proposal they receive.
- The Dubai Trade portal will automatically email the customer the EZVoucher payment link.
- Upon payment confirmation, carpark passes are emailed to the customer.

Documents Required

- License number
- Tax registration number
- Ejari
- Insurance certificate

Fees	Processing Time
• AED5 per day; can be booked for periods of 90 days • Access Card issuance (one time per card) – AED 50	• 1 working day

Notes

- Only companies leasing a showroom can lease spaces in the Multi-Story Carpark
- In addition to company information (License number, tax registration number, Ejari), an insurance certificate covering the value of vehicles stored in the Carpark is required
- 1,549 parking slots are available for booking.

9. Multi-Story Carpark Booking Renewal Service

Description

This service outlines the necessary steps and requirements for companies that operate a Showroom in the Dubai Auto Market to renew the booking of slots maintained in the Multi-Story Carpark.

Process Steps

- Customer will receive a renewal notification via email.
- Upon approval, customers will receive an EZVoucher payment link generated by the Dubai Trade portal
- After payment confirmation, customers receive renewal confirmation and carpark passes are renewed for an additional three months.

Documents Required

〉 Booking agreements

Fees	Processing Time
• AED 150 for a 30-day car slot booking	• 1 working day

10. Appendix

10.1. Auto District Services Fees

Service	Fee (AED)
• Multi-Story Carpark 30-day Car slot booking	150
• Multi Story Carpark Access Card issuance (one time per card)	50

10.2. Auto District Facilities:

Multi Story Carpark

a. **Number of Spaces**: 1,549 parking slots distributed across 4 floors.
b. **Location:** Opposite Auto Market Service Centre
c. **Parking allocation:** Through 30-day bookings available by contacting Auto Market Service Centre