



مركز دبي التجاري العالمي  
DUBAI WORLD TRADE CENTRE

# CONTRACTOR ACCESS AND ADMISSION PROCESS

Venues Health and Safety  
Ver. 01 | December 2023

## 5.1 General Requirements

### 5.1.1 Contractor Access Procedure

- All contractors must present their valid Temporary pass, Annual pass, Wedding pass, International pass and at all designated entrances for access to Dubai World Trade Centre (DWTC) for Buildup, Event Day and Tear Down.
- All contractor must ensure to carry or have their valid passes with QR code either printed or in smart phone in order pass through Dubai World Trade Centre security scanning area.
- Passes are to be scanned at these areas: Main service yard gate, Za'abeel Hall service yard, Sheikh Saeed Sheikh Saeed Halls and Arena service yard, Sheikh Maktoum Hall and Sheikh Rashid Hall service yard, Concourse 1 & 2, and other related areas required by DWTC Protocol and Security.
- All contractors are advised to have their passes with them at all times. DWTC Protocol and Security has all the rights to inspect everyone when working in the Venue.
- DWTC Protocol and Security must be informed in case of a lost pass. Contractor will then ask their company to reissue a new one for them so they can get access back to the Venues.

### 5.1.2 Workforce Dubai World Trade Centre Passes - Types

The following types of passes available:

- Temporary pass
- Annual pass
- Wedding pass
- Vehicle pass
- International pass

DESCRIPTION	SUBMISSION	UNIT PRICE (VAT Inclusive)	VALIDITY
Temporary pass	1. EID Copy 2. Photo (passport size)	AED 21 / day	The user can select the validity from 1 day up to 10 days
Annual pass	1. Photo (Passport size) 2. Passport copy 3. EID	Depends on category	
		<b>Badge Count</b>	<b>Selling Price</b>
		10 - 200	AED 525
		201 & above	AED 475
Wedding pass	EID Copy Or Passport Trade License (When the company registers for their staff)	AED 20	Valid for 3 days
International pass	1. Photo (Passport size) 2. Passport copy	AED 105	Valid for 15 days
Vehicle pass	Vehicle Registration (Mulky) Front and Back (PDF)	AED 21/ day	The user can select from one trip up to ten trips and its valid for 1 day.
PPE selling (High Vest)		15 AED	
DWTC Outlets Pass	1. EID Copy Or Passport 2. Photo (passport size)	AED 105 / person	Valid for 12 months

### 5.1.3 Contractor Pass Cabins

All contractors must purchase their online Digital Passes using the DWTC Contractor Plus portal and are only allowed to enter the complex from the service yard behind the halls.

The passes will be scanned at each service yard.

All contractors are expected to abide to all DWTC's rules and regulations as fines and / or penalties may be levied for non-compliance.

### Contractor Access During and After Show Hours

If a contractor needs to access your tenanted hall(s) during and / or after the official show hours, please ensure they have a written confirmation from the Organizer.



## 5.2 Contractor+ Portal

Effective 1st October 2023, DWTC will implement a centralised system called Contractor Plus portal (contractor+). <https://contractorplus.dwtc.com/shop/>

**Contractor+** is the DWTC portal for all contractors to apply for their digital contractor and vehicle passes. The portal provides a variety of interactive tools to keep the users up-to-date with their applications.

It is an online accreditation system that allows the Responsible Organisation (RO) obtain digital contractor passes & vehicle passes online. DWTC Accreditation Liaison Officers (ALO) are responsible to approve, reject and ask for more information to all applications using this new portal if it is required.

The Responsible Organisation or Company is responsible to manage their staff by registering it through the system. All these processes apply to all vehicles and individuals who are accessing the DWTC Venue and Al Warsan Holding Area.



- All contractors' companies will be able to register online with no limit on licences
- Users will be able to select and purchase either international, annual or daily contractor badges as well as vehicle passes with no limitation
- Payment will have to be completed online prior to assigning the contractors, and accessing the Venue
- Payment receipts and tax invoices will be generated and sent by email once the payment is processed
- Users will be able to assign badges to their staff based on the approved managed staff details
- Users will be able to select the duration of the access, based on the official build-up and tear-down days
- Digital badges will display the registered photograph and access information
- For Exhibitions, all delivery trucks will be, by default, registered and directed to Al Warsan holding area
- The delivery dates will be programmed on the portal as per the official event build-up dates
- The digital contractor badges and vehicle passes will be sent via email and can also be downloaded from the system: <https://contractorplus.dwtc.com/>
- The contractor badges and vehicle passes will be scanned prior to entering the premises

Please advise your contractor companies that they can now start registering and applying for digital passes for your upcoming events at DWTC.

**Effective 1\* December 2023, only digital passes will allow access the Venue and Al Warsan.**

If you have any questions, please do not hesitate to contact our team at [AccreditationLiaison@dwtc.com](mailto:AccreditationLiaison@dwtc.com).

## 5.3 Al Warsan process of obtaining vehicle passes prior to access DWTC

### Contractor Holding Area – Al Warsan

The Al Warsan Holding Area is a 44,000 square meter area being operated by DWTC to register, filter, and manage all vehicles accessing the DWTC Service Yards.

### Al Warsan – Location

The area (available on google maps as Al Warsan Holding Area) is located 24kms or 23 minutes from DWTC on E-44 Al Awir Road just past Dragon Mart and the Dubai Ambulance Centre.

- All vehicles must go to Al Warsan Holding area located at <http://google/maps/F5Xjs2gzvRz>.



#### DIRECTIONS:

##### FROM EMIRATES ROAD:

1. Take the exit 60 heading towards Ras Al Khor Road.
2. Take the U-turn from the first roundabout.
3. Take the first exit after the ENOC petrol station (approx. 700 meters after the petrol station exit).
4. Continue straight and your destination will be on the left.

##### FROM ACADEMIC CITY ROAD:


1. Take the exit towards Hatta from the roundabout on Ras Al Khor Road (E44).
2. Take the first exit after the ENOC petrol station (approx. 700 meters after the petrol station exit).
3. Continue straight and your destination will be on the left.

##### FROM DRAGON MART:

1. Follow the directions towards Hatta on Ras Al Khor Road (E44).
2. Go straight from the academic city road roundabout follow the signs of Hatta.
3. Take the first exit after the ENOC petrol station (approx. 700 meters after the petrol station exit).
4. Continue straight and your destination will be on the left.

**LOCATION ON GOOGLE MAPS**  
<https://goo.gl/maps/F5Xjs2gzvRz>  
 COORDINATES  
 25°09'44.0"N 55°29'03.5"E  
 25.162767, 55.484311


**SCAN HERE**  
 To open the location on your Google Maps or Web Browser.




**25km** distance between Warsan Holding Area and Dubai World Trade Centre  
**27minutes** average driving time

**LOCATION ON GOOGLE MAPS**  
<https://goo.gl/maps/F5Xjs2gzvRz>  
 COORDINATES  
 25°09'44.0"N 55°29'03.5"E  
 25.162767, 55.484311

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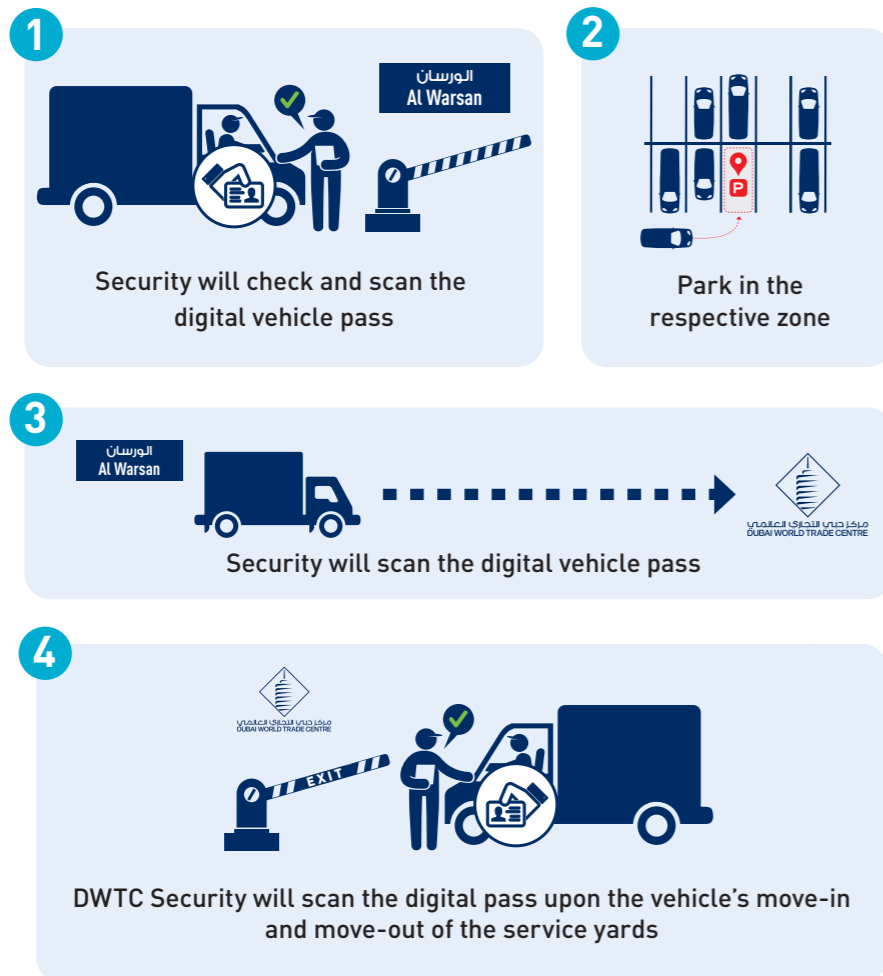


For more information, please contact the DWTC Customer Service team on 04 332 1000 or [info@dwtc.com](mailto:info@dwtc.com)

## 5.4 Vehicle Access Pass Procedure

- For Exhibitions, all the deliveries will be by default registered and directed to Al Warsan Area.
- All vehicles will scan their move-in at Al Warsan, move-out from Al Warsan, move-in at DWTC service yard and move-out from DWTC service yard.
- Vehicle pass is valid only for one day with access according to the number of trips purchased online for offloading and loading.
- In case one vehicle (i.e. trailers and 7.5 tons pick-up trucks) needs to access different service yards, the RO or company must apply for different vehicle passes relevant to the different service yards.
- All vehicles are only allowed 30 to 45 minutes to offload their materials at any service yards. Applicable charges will apply when they exit the service yard, if they fail to comply with this timeline.

### AL WARSAN HOLDING AREA – PROCESS



For more information please contact  
 Hotline number: 04 306 4816  
 or ContractorPlus team email  
 Accreditationliaison@dwtc.com

## 5.6 VAT Applicability from 2018 – Venues

All amounts expressed to be payable under this Agreement by the [Client] to [DWTC] which (in whole or in part) constitute the consideration for any supply for VAT purposes are deemed to be exclusive of any VAT which is chargeable on that supply, and accordingly if VAT is or becomes chargeable on any supply made by [DWTC] to the [Client] under this Agreement and [DWTC] is required to account to the relevant tax authority for the VAT, the [Client] shall pay to [DWTC] (in addition to and at the same time as paying any other consideration for such supply) an amount equal to the amount of the VAT [and DWTC shall provide an appropriate VAT invoice to the [Client]].

**Note: 5% Value Added Tax (VAT) on taxable supplies of goods and services has been applicable since 1st January 2018.**

## 5.7 Important Notes

- DWTC passes are the property of DWTC and must be used in accordance with the agreed terms and conditions.
- Contractors without a valid DWTC pass will not be allowed to enter the halls.
- All Digital Passes cannot be transferred to another person. A fine of AED 250 will apply for violating this rule.
- DWTC pass holders enter the venue at their own risk. DWTC does not hold responsibility for any injuries caused or for any damage to a vehicle or property.
- Access for contractors is restricted to the tenanted hall(s) during build-up and tear-down.
- Access for stand equipment and contractors is only allowed via the back of the halls through the service yard. No materials or industrial trolleys are permitted through the front doors of the halls.
- All contractors are obliged to comply with the DWTC's mandatory PPE regulations.
- It is strictly advised that all passes must be applied and obtain at least 1 week prior, to access the venue for build-up

For more information please contact  
**ContractorPlus team**  
**[Accreditationliaison@dwtc.com](mailto:Accreditationliaison@dwtc.com)**



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