

D Marin | JUMEIRAH  
MARSA AL ARAB

## CODE OF CONDUCT



**Duty Number:** +971 55 518 9166 | 24/7 support

**Front Office Number:** +971 55 531 0071

## 1. EMERGENCY

### a. In/Approaching the Marina

Call Duty Mobile or radio on VHF Channel 14 for assistance.

### b. Out at Sea

Call Coast Guard on 996 or radio VHF Distress Channel 16.

## 2. ETIQUETTE

### a. Marina Team

We take pride in our professional Marina Team who are committed to providing excellent service to all Marina users. We strongly uphold the value of mutual respect between our staff and customers. We strictly prohibit any form of verbal or physical abuse and threats towards each other, and kindly request that any incidents be reported to the marina management and the Police for prompt action. Should you have any concerns you would like to raise regarding our staff, please do not hesitate to contact us at [marsaalarab@d-marin.com](mailto:marsaalarab@d-marin.com) or +971 55 531 0071

### b. Communication

All official communication and operational requests must be made directly by vessel owners, managers, agents, skippers, or crew. The Marina Team is unable to respond to inquiries or instructions from guests, contractors, or suppliers. This policy ensures clear, secure, and accountable coordination at all times.

### c. Dress Code

Please note that the marina is a public area. In line with UAE law and to ensure a respectful environment, we kindly ask that you dress appropriately during your time at the marina.

### d. Buggy Service

The buggy service is available for the convenience of all marina users; however, priority will be given to vessel owners and skippers to ensure timely and efficient access to their berths.

### e. Noise

To ensure a pleasant and respectful atmosphere within the marina, all clients, guests, and crew are kindly requested to keep noise levels to a

minimum at all times. Please be considerate of neighboring berth holders, onboard guests, and nearby restaurant patrons, as loud music or excessive noise can cause unnecessary disturbance.

We ask all marina users to uphold this standard and equally respect the peace and comfort of others, contributing to an enjoyable environment for everyone.

### f. Pets

Pets are allowed in the marina; however, it is essential that they are properly cared for and kept under the owner's supervision at all times. If you have pets onboard your vessel, we kindly ask you to take necessary precautions to prevent them from wandering outside of the vessel.

### g. Swimming

Swimming and snorkeling are strictly prohibited in the Marina.

### h. Diving

Diving activities are restricted to licensed commercial divers. To obtain approval, please submit your request along with the necessary documents to our operation team via email at [marsaalarab@d-marin.com](mailto:marsaalarab@d-marin.com) or call us on +971 55 531 0071

### i. Water Toys

Inflatable toys must be deflated and secured on the vessel when not in use.

### j. Watersports Activities

The use of water sports equipment (including but not limited to paddleboards, jet boards, towing toys, wakeboards, and kayaks) is prohibited in the marina.

### k. Bicycle / Scooters / E-Scooters

Riding bicycles, scooters and E-scooters are permitted for use on the pontoon; however, they should not be parked, stored or charged on the pontoon under any circumstances.

### l. Storage

Storage of gas cylinders, fuel tanks, batteries, chemicals, or any flammable containers is strictly prohibited on the dock, in the dock box, or in the storage units. The use of BBQs and portable generators are strictly prohibited.

## 3. DOCUMENTATION

We kindly request that you ensure all necessary documents are submitted to the Marina Office prior to your arrival.

**a. Vessel**

Valid Registration, Insurance, Company's License (if any).

**b. Owner/Company**

Completed Berth Inquiry Form, Copies of Passport, Visa and EID.

**c. Crew List**

Copies of Passport, Visa and EID with mobile numbers stated for each individual. Changes to crew list to inform and update the Marina Office.

If the occupation stated on the visa does not reflect a vessel-related role, please request the owner or company to provide a letter confirming the individual's role and purpose on board the vessel.

**4. Arrival & Departure Form**

A form will be completed upon your initial arrival and upon your final departure from the marina. The owner/skipper will be required to carefully review and sign the form, acknowledging that all information provided is accurate and agreeing to its contents. This process ensures that the information recorded on the form is correct and serves as an important record for both parties.

**a. Visual Aspect**

Both the berth (including the pedestal and dock box) and the vessel will be inspected. Any damages identified on either will be documented on the form.

**b. Utilities Consumption**

Utility meter readings will be written on the form before and after consumption.

**c. Owner/Skipper Information**

Information has to be given fully and accurately to the marina office.

**5. VESSEL SAFETY**

**a. Alarm**

The Marina will call the skipper or owner whenever an alarm is heard onboard, regardless of the time.

**b. Lines**

All vessels are expected to be secured with bow, bow spring, aft spring, and stern lines properly laid. Mooring lines must not cross into or

obstruct adjacent berths. Additionally, each vessel should keep at least one extra mooring line readily accessible in an unlocked hatch. This allows the Marina team to respond quickly in the event of a line failure.

**c. Anchor**

Anchors and chains must not be deployed or left in the water unless required for impending adverse weather conditions or approved maintenance activities. This is to prevent obstruction, ensure navigational safety, and maintain waterway cleanliness.

**6. VESSEL MOVEMENTS**

**a. Sailing Permit**

A valid Sailing Permit is mandatory for all navigation within Dubai waters. Marina users must notify the Marina Office with complete trip details at least 4 hours prior to departure.

Marina will submit the application to the Dubai Coast Guard on your behalf. Once approval is granted—or if further instructions are provided, you will receive the Sailing Permit accordingly.

**b. Dock Assistance**

All vessels must contact the Marina via VHF Channel 14 (Call Sign: 'Marsa Al Arab Marina') at least 10 minutes prior to arrival or departure.

The Marina team will advise whether they are able to meet you at your berth or if you are required to be on standby. If you are instructed to standby, please comply until further guidance is provided. The safety of your vessel, crew, and passengers is our top priority.

**c. RIB Assistance**

Should you require a push, call our marina 24/7 on **Duty Mobile** at least 15 minutes prior to arrival/departure on +971 55 518 9166.

**d. Berth Change**

Should you want to change berth for the rest of your contract tenure (provided it is vacant), kindly email us at [marsalarab@d-marin.com](mailto:marsalarab@d-marin.com) with the request. We will get back to you at the earliest.

**e. Temporary Berth Transfer Requests**

If you intend to temporarily vacate or transfer your berth to carry out specific tasks, please contact Marina office on +971 55 531 0071 at least one hour in advance.

This allows the Marina team to evaluate the request and, if needed, provide suitable alternatives to ensure safe and efficient berth management.

**f. Radar**

Please turn off your radars before coming alongside.

## 7. LAND ACCESS TO PIERS

The Marina is gated to ensure the security, safety, and privacy of all marina users and vessels.

- Do not share your smart gate access with others.
- Do not climb over or tamper with the gate under any circumstances.
- Do not open the smart gate remotely for any non-authorized personals, or anyone who does not belong to your vessel.

**a. Owner, Skipper and Crew**

Access to marina piers is managed via the TTLock Smart Gate System.

To activate your access, please download the TTLock mobile application and submit the required registration details to the Marina Office. Once registered, you will be granted digital access pontoons.

**b. Guests**

Kindly receive your guests at the gate.

**c. Friends of Crew**

Kindly ensure that the Owner/Skipper has been informed of your guests presence. The Marina Team may contact the Owner/Skipper for verification.

**d. Contractors/Suppliers/Delivery**

- Kindly ensure that the Owner/Skipper has been informed of your contractors/supplier/delivery presence in written by WhatsApp message, calling or email prior to the arrival.
- To submit ID at the Marina security gate upon arrival. After confirming of presence, a temporary pass will be made to reach to the vessel. Contractors may be required to submit further documentation to the Marina Office. Kindly ensure this is seen to avoid access being denied.

## 8. BERTH CLEANLINESS

Only gangways, doormats, and footwear are permitted on our dock. Please store any other items onboard your vessel or in the dock box provided.

**a. Dock box**

Each berth is equipped with one dock box for storage purposes. Marina users are expected to keep their dock box clean, free of odors, and free from stains. Sitting on the dock box or placing heavy items on top of it is not permitted. Under no circumstances should garbage, waste, or hazardous materials be stored inside the dock box.

**b. Showering and Washing**

Showering, as well as washing clothes, dishes, or cooking utensils on the dock, is strictly prohibited.

**c. Laundry**

The hanging or drying of laundry in visible areas onboard, including railings, lifelines, or decks, is strictly prohibited. All laundry must be kept out of sight to preserve the visual standards of the marina and the experience of other users.

**d. Fishing**

Fishing is strictly prohibited in the Marina.

## 9. WASTE DISPOSAL

The Marina team conducts regular waste collection rounds to ensure proper disposal of garbage. Marina users are requested to place their waste in designated collection areas as instructed.

**a. Proper Waste Disposal**

**Disposing of any form of waste into the water is strictly prohibited.** All trash, including plastic, glass, organic waste, paper, cardboard, metal, cans, must be disposed in the designated recycling and general waste bins located at the marina.

**b. Hazardous Waste**

It is prohibited to discharge, oil, fuel, chemicals antifouling paints, detergents, or any other harmful substances into marina waters.

Any oil, fuel, or chemical spill must be reported to the marina management immediately on **+971 55 518 9166**. We are trained to handle this type of emergency.

**• Oil & Fuel Disposal**

Used oil, filters, and other hazardous waste must only be disposed of in marina-approved waste disposal areas. Dumping oil or fuel into the water is strictly prohibited.

Hazardous waste must be stored in a tightly sealed and non-leaking container. You need to contact the marina operation team for container direct collection from your vessel. Any spill or stain on the dock must be cleaned immediately.

- **Bilge Water**

Do not discharge bilge water into the marina. Please call Marina Operation number to arrange for the collection. Bilge water must be stored in a sealed and non-leaking container.

- **Scrap Material**

You are responsible for arranging the removal and disposal of wood and metal materials through your contractor or a licensed garbage disposal company.

- **Used Battery**

Please contact the operation team to collect from the boat.

- **c. Sewage**

Do not discharge sewage into the water. The Marina is equipped with one stationary pump station and one pump out boat. All marina vessels must use the marina's pump out boat for sewage disposal.

The marina is equipped with the following pump-out facilities:

- 1 Stationary Pump-Out Station
- 1 Pump-Out Boat

Regular Sewage Clearance Schedule:

- Mondays to Fridays
- Time: 08:00 hrs to 15:00 hrs

Emergency Service: Available Saturday and Sunday upon request.

To ensure proper service, please plan and maintain your holding tanks accordingly.

Kindly call Operations Duty Mobile should you require our service on the mentioned days.

- Disposal Log/Document

Should you require one from the Marina, kindly write in to [marsaalarab@d-marin.com](mailto:marsaalarab@d-marin.com).

## 10. WORKING IN THE MARINA

- a. Hull Waterline Cleaning

Prior to undertaking hull waterline cleaning, marina users must notify the Marina Operation team. For safety reasons, it is recommended to raise a dive flag during the operation and to have a qualified person supervising from the dock at all times.

Any major maintenance work needs to be conducted outside the marina (Drydock).

Any type of painting is prohibited in the marina, and it needs to be conducted outside marina premises (Drydock).

- b. Hot works

Any kind of hot works is prohibited in the Marina.

- c. Carpentry

All carpentry work must be conducted with consideration for noise levels and surrounding marina users. Excessive noise will not be permitted, and only minimal noise is tolerated before 18:00. The use of sanding equipment is allowed only when properly connected to a vacuum system to control dust and debris. Heavy duty cutting equipment is not allowed.

- d. Residue on the Dock and Water

Any residue, debris, or pollutants resulting from vessel maintenance or related activities that fall onto the dock or enter the water must be immediately cleaned by the vessel crew and/or contractor. Should the Marina team be required to perform the cleaning, all associated costs will be charged to the vessel responsible.

- e. Fueling

ENOC fuel station is located just opposite the Marina. Fuel transfer by another vessel or land truck is strictly prohibited in the Marina.

## 11. ENVIRONMENTAL PROTECTION

- a. Boat Cleaning Materials

Only non-toxic, eco-friendly, and environmentally safe cleaning products may be used for boat cleaning and maintenance. All detergents must be biodegradable and safe for use in marine environments. Choose low-toxicity antifouling paints to protect marine life.

- b. Reduce, Reuse, Recycle

- Reduce single-use plastics by using reusable water bottles, cutlery, and storage containers.

- Opt for energy-efficient LED lighting and solar-powered systems.
- Use designated recycling bins for plastics, glass, metal, and paper.
- Conserve fuel and water by maintaining engines efficiently and using shore power instead of generators.
- Use rechargeable batteries for onboard electronics to minimize hazardous waste.

**c. Respect for Natural Protected Areas**

Exercise utmost care when navigating near or visiting environmentally sensitive and protected areas. Anchoring, discharging waste, or disturbing wildlife in marine reserves, coral reefs, mangroves, or seagrass beds is strictly prohibited. All activities must comply with UAE'S local environmental regulations to preserve these vital ecosystems.

**d. Avoidance of Restricted and Protected Areas**

Vessels must avoid entering environmentally protected or restricted zones where sailing is prohibited. These areas are designated for the conservation of marine life and habitats, and unauthorized access may result in legal penalties and environmental harm. Always consult official navigation charts and marina guidance before setting up a course near sensitive zones.

**12. FIRE HAZARD**

- a. Open flames, barbecues, or any activities involving fire are strictly prohibited on vessels and marina premises without written permission from Marina Management.
- b. All vessels and establishments must have accessible and properly maintained fire extinguishers on board or within their premises.

**13. FIREWORK HAZARD**

- a. The use, storage, or handling of fireworks is strictly prohibited within the marina.

**14. ELECTRICAL HAZARD.**

- a. All electrical systems, cables, and appliances used in the marina must be in good condition and comply with safety standards.
- b. All electrical appliances on the vessel need to be properly maintained all the time.

- c. Shore Supply cables and plugs need to be monitored and maintained regularly by qualified members.
- d. Marina members, crew, or any contractor must not tamper with or attempt to any marina's property including electrical panels, outlets, or power connections on the pontoons. Any electrical faults must be reported immediately to Marina staff.

**15. VESSEL CONDITION**

Any vessel including its machinery, engine and generator should be well maintained and safe condition all the time. Any hazard or pollutants resulting from vessel maintenance failure or related activities that fall onto the dock or enter the water must be immediately cleaned by the vessel crew and/or contractor. Should the Marina team be required to perform the cleaning, all associated costs will be charged to the vessel responsible.

**16. ITEM DELIVERIES/COLLECTION**

Deliveries and collections for marina users are not restricted; however while the marina is located within Marsa Al Arab hotel premises, please bare in mind the following upon any deliveries:

**a. Pick Up/Drop Off Area**

Vehicles can park at the designated loading bay at the lower ground of Marsa Al Arab Hotel. Please call the operation team to organize the collection access accordingly.

**b. Security Officers**

Security Officers are authorized to inspect delivery items and request relevant information when deemed necessary. Should any issues arise during this process, please contact the Marina operations team for assistance.

**c. Trolleys**

Please be aware of certain limitations regarding the use of trolleys within the marina area. We highly recommend utilizing the marina-provided trolleys that are conveniently placed on the pontoons. If you need to transport oil or chemicals, please ensure that a liner is placed under the cans to prevent any potential spills. In the event of a spill, it is the responsibility of the user to promptly clean it up.

After use, kindly return the trolley to its designated station and avoid hoarding it for an extended period. If, for any specific reasons, you require the use of trolleys brought by a contractor or supplier, please contact marina operation team for assistance.

#### **d. Buggy Service**

For the transport of large, heavy, or multiple items that cannot be accommodated using marina trolleys, please contact the Marina operation team to request buggy assistance.

### **17. ICE**

Upon request, we are pleased to provide a maximum of 8kg of ice per vessel per day. Should you require ice, please contact the Marina operation team for prompt assistance.

### **18. WIRELESS INTERNET**

Our Wi-Fi service is complimentary and does not require a password.

Alternatively, our marina provides LAN cable upon request. Please contact the Marina operation team for further assistance.

### **19. CARPARK**

A designated car park is available at the marina entrance for boat owners; however, due to limited capacity, parking spaces for crew members cannot be guaranteed. For further details or assistance, please contact the Front Office Team at Reception.

### **20. CHARTER OPERATIONS**

#### **a. Licensing**

Marsa Al Arab Marina exclusively authorizes the operation of one designated charter company, selected by D-Marin. All charter vessels and associated activities must be registered under the 'DT' designation and possess all mandatory licenses and approvals required to conduct charter operations within the UAE.

Staff employed by the charter company must be appropriately qualified and hold valid licenses in accordance with local regulatory requirements. To ensure compliance, copies of all relevant documentation must be submitted to the Marina Office prior to member's or crew members arrival and commencement of duties at the Marina.

Hosting parties and events onboard are prohibited in the marina premises and should be held upon sailing only. For special approval, prior

written communication must be sent to D-Marin Management.

Any collaboration or event to be held solely or along with designated charter company should obtain all necessary and written approvals prior from D-Marin Management.

#### **b. Crew Dress Code**

It is mandatory for all staff members to always wear the company uniforms provided, including a name tag, polo/shirt, shorts/pants, and appropriate footwear.

#### **c. Noise**

All marina users are expected to keep noise levels to a minimum both on the docks and within the marina basin. Respect for the peace and comfort of fellow berth holders, guests, and surrounding facilities is essential at all times.

#### **d. Berth Cleanliness**

Clients are reminded that any disruptions or disturbances caused by their contractors or suppliers, whether on the dock or in the water—are their responsibility. As the vessel operator, you are required to promptly address and rectify any resulting damage, ensuring the dock is restored to its original condition without delay.

#### **e. Counter/Booth/Flags**

The installation of any counters, booths, desks, flags, or marketing displays on the pontoon or promenade is strictly prohibited without prior written approval from Marina Management. All requests must be submitted in advance for review and authorization.

#### **f. Selling/Touting**

Selling, soliciting, or touting of any kind on the promenade is strictly prohibited.

#### **g. Catering**

All catering waste must be removed and properly disposed of by the supplier. Assure that all food deliveries are within the common hygiene standards and to handle with care.

### **21. BREACH OF CONTRACT**

In the event of non-compliance with the Marina's rules, regulations, or Code of Conduct, the Marina reserves the right to take appropriate action. This may include, but is not limited to, the contract termination, removal of individuals, contractors, or vessels from the premises without prior notice.