

**Note:**  
**This Circular has been replaced by**  
**Registration Authority Circular No. 26 of 2020**

30 May 2020

To: All ADGM Licenced Persons

**REGISTRATION AUTHORITY CIRCULAR NO. (25) OF 2020: Shopping mall reopening and operating requirements – trading hours and goods exchange & refunds update**

This circular replaces Registration Authority Circular No. (24) of 2020.

The purpose of this circular is to provide guidance to all Abu Dhabi Global Market (ADGM) Licenced Persons regarding shopping mall reopening and operations requirements in the ADGM Financial Free Zone (Al Maryah Island), as set out below.

The following precautionary measures are required for both the preparation and operation of shopping malls, once the current temporary restriction on shopping mall operations is withdrawn.

**Section 1 - General Requirements**

1. Trading hours shall be from 9:00 AM to 21:00 PM (except supermarkets, pharmacies and foreign exchange, which have the option to operate from 09:00 AM to 00:00 AM).
2. Restrictions on commercial activities and services related to cinemas, entertainment venues, electronic games and children's play venues continue.
3. Suspension of common seating areas and prayer rooms.
4. Mall capacity shall not exceed 30%.
5. Entry is prohibited for children below the age of 12 and seniors above 60 years old.
6. Food and beverage outlets, including restaurants and cafes and mall food courts, shall not exceed 30% seating capacity, including maximum two (2) people per table with a minimum of 2.5m distance between tables.

**Section 2 - Mall Operator Requirements**

1. Mask and gloves are mandatory for all visitors. Entry must be denied for those failing to comply.
2. All visitors are encouraged to bring their own shopping bags.
3. Car parking to be managed to not exceed 50% of total available capacity.
4. Only three (3) people, including driver, are permitted per car entering the mall parking facilities.

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5. Restriction on valet or car wash services. However, passenger vehicle disinfection services provided by ADGM licenced and approved disinfection service providers is permitted in defined areas only, subject to adherence to all relevant protocols including, health and safety and social distancing.
6. Separate mall entrances and exits where possible.
7. Crowd management, installation of hand sanitiser dispensers and thermal screening required at all entrances.
8. Entry to the mall must be denied to any person entering the mall who registers a temperature of 38°C, or higher.
9. Regular hand sanitization dispensers must be placed throughout the mall including all touchpoints and escalators as per guidelines.
10. Encourage cashless payment methods / transactions.
11. Lifts will be restricted to People of Determination and parents with children in pushchairs / strollers, with a maximum capacity of two (2) people per lift.
12. Floors and escalators must be marked to ensure social distancing.
13. All touch screens must be disabled.
14. Paramedics to be available during mall trading hours.

### **Section 3 – Tenant Requirements**

1. All staff must download and sign up to the UAE Government's AL HOSN (COVID-19) application.
2. All staff must use masks and gloves (changed frequently as per guidelines).
3. All staff must be tested for COVID-19 before mall reopens.
4. All staff, contractors and delivery drivers must have their temperature checked prior to entering the mall. Entry to the mall must be denied to any person registering a temperature of 38°C, or higher. Regular monitoring of staff temperatures throughout trading hours is also encouraged.
5. All retail staff, contractors and delivery drivers must:
  - a) enter and exit the mall via dedicated staff entrances or operational loading docks, and

- b) only use staff washroom facilities – the use of visitor / customer washrooms is strictly prohibited.
6. Stores must be sanitised daily and at regular intervals.
  7. Store capacity shall not exceed one (1) customer per 5m<sup>2</sup>. Stores shall display maximum occupancy signage at their premises.
  8. Encourage cashless payment methods / transactions.
  9. Refunds and exchanges are permitted, subject to the following conditions – the returned item:
    - a) must not be on display or available for re-sale for 48 hours after return; and
    - b) must be thoroughly disinfected before being made available for re-sale.
- Stores may remove “no refunds or exchanges” signage at point of sale.
10. Trolleys must be sanitised before and after every use.
  11. Restriction of product testing including, make up and cosmetics and the total closure of changing rooms. No self-service trying of shoes or perfumes.
  12. Daily sanitization of food and beverage outlets, restaurants and cafes including, tables and seats after every use.
  13. Service only with disposable utensils and take away packaging.
  14. Hand sanitisers must be available at every counter.
  15. Salons are restricted to hair and nail services only by appointment with no waiting areas and implementation of social distancing measures.

**The above requirements are mandatory for all ADGM licenced mall operators and retailers and are effective until further notice.**

#### *Further Information*

If you have any questions in relation to this circular, please contact the Monitoring & Enforcement Division of the RA by telephone on +971 (0)2 333 8888 or by email: [monitoring@adgm.com](mailto:monitoring@adgm.com).

For further information and official updates on COVID-19 from the Abu Dhabi Department of Health, please go to: <https://doh.saal.ai/>.

For the most recent updates on COVID-19 related ADGM Circulars and Services, please go to: <https://www.adgm.com/registration-authority/covid-19-circulars>.

Thank you for your cooperation.

Sincerely,



ABU DHABI GLOBAL MARKET  
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