

VISITOR CODE OF CONDUCT AT SHEIKH ZAYED GRAND MOSQUE CENTRE

Visitors Rights and Duties

First: Regulations Regarding Visiting Sheikh Zayed Grand Mosque Centre

Sheikh Zayed Grand Mosque Centre provides its esteemed worshippers and visitors with all services required to facilitate their access to the mosque's premises, allow them to visit exhibitions, attend occasions, and participate in all other activities and events held or organized by the Centre. The Centre shall bear no liability; for any harm that may occur to worshippers and visitors or any damage incurred by worshippers and visitors during their presence at the mosque or during the use of any of its facilities or structures under its jurisdiction.

SZGMC, without prejudice to criminal or Civil responsibility, reserves the right to deny or exclude anyone from having access or being present at the mosque or to have access to its premises or be present at any of them; as a result of causing disturbance to others or due to misconduct, or causing harm to individuals, or any of the Centre's assets or found to be in breach of any duties as set in the present document and as perceived and judged to be appropriate by the Centre's management on the matter, and for a period it sees fit unless a written apology is put forward and is accepted by the Centre's management in which he/she pledged not to repeat the offense in the future.

Second: Visitors' rights and obligations

1. Visitors are entitled to receive a cultural tour offered per high professional standards that will enrich their knowledge about the mosque, subject to the availability of a cultural tour specialist.
2. Visitors are entitled to review the available services and learn how to attain and enjoy them.
3. Visitors may inform the Visitors' Services' team about any particular requirement not cited in the official literature
4. Visitors are entitled to receive the highest quality of customer service.
5. Visitors are entitled to review the Centre's rules and regulations
6. Visitors are entitled to attain and benefit from the services within a common framework of mutual respect amongst all cultures.
7. Visitors are entitled to enjoy high standards of safety and comfort during their presence at the mosque or any of its facilities.
8. People of determination and elderly visitors/senior citizens are entitled to receive the highest quality of services while present at the mosque or any of its facilities.

9. The Centre shall commit to resolving any matter related to the visitors' safety or the services provided to them.

Visitors are required to uphold the sanctity of the mosque as a place of worship and adhere to the Centre's operative regulations, including adherence to the following terms:

1. Adherence to all the Centre's rules and regulations and adherence to all guidelines delivered by its staff.
2. In order to maintain the sanctity of this revered place of worship and religious rituals, it is imperative that visitors adhere to a dress code that reflects the customs and traditions of the United Arab Emirates. We kindly request individuals to wear appropriate and modest attire, in line with the significance of this sacred space. To ensure a respectful ambiance, we kindly ask visitors to refrain from wearing excessive jewelry, heavy makeup, or vibrant colors. Additionally, clothing adorned with slogans or inappropriate drawings should be avoided, as it goes against the approved dress code at this Centre, including but not limited to:
 - **Women** can select any type of women attire, provided that they are loose-fitting until the ankles and have sleeves that go all the way to the wrists. Full hair coverage is also necessary while avoiding transparent, tight-fitting or revealing attire.
 - **While men**, can select any type of men's attire; however, it is preferable to select clothing that covers the entire legs. Transparent, tight-fitting or sleeveless shirts should be avoided.
3. Carrying inflammable items, fireworks, electronic cigarettes of all kinds and categories, lighters, sharp items, weapons, whistles, laser beams, and loudspeakers is strictly prohibited.
4. Carrying or bringing dolls and stuffed animals inside the mosque is prohibited, regardless of their nature.
5. Carrying and using masks, flags, slogans, and all kinds of symbols is prohibited.
6. Expressing intimacy in any form what's so ever is strictly prohibited.
7. Considering the privacy of other Worshippers / Visitors, maintaining serenity, and keeping calm while at the mosque: (reducing voices and setting mobile phones on silent mode).
8. Excluding water, food, beverages are not allowed. While smoking or sleeping and laying in the mosque are also prohibited and any other behavior that does not comply with the sanctity of the place.

9. Caution and proper precaution shall be taken while exploring the mosque and its facilities, ex: (the slippery floorings paved with particular kinds of marble and other such precautions).
10. Preserving the mosque's assets and facilities, as any damage of any sort, shall be compensated by those responsible for the damage.
11. Looking after personal possessions and belongings, the Centre shall not bear any liability for any lost or damaged items.
12. Observing the mosque's sanctity while carrying out any form of photography, avoid laying, or misbehaving during the visit or while taking photos at the designated photo stops.
13. Visitors shall adhere to taking photographs only at the designated photo stops.
14. Return all borrowed items, including but not limited to (audio, and e-guides, holy Quran.... etc.), and adhere to using them as per the guidelines, and accordingly preserve and return them according to the rules in place. Visitors shall be charged for any damaged borrowed items regardless of the cause of damage.
15. Visitors are fully responsible for their children or people of determination accompanying them.
16. Any rituals or behavior that fail to observe the sanctity or statues of the mosque is strictly forbidden.
17. All forms of photography for commercial or media purposes are prohibited, so is the use of professional photography equipment, unless carrying a permit issued by the Centre in regards. Taking photos for personal use using non-professional equipment is permitted.
18. Overnight stay of vehicles or parking at any of the mosque's facilities is prohibited between 11:00 pm and 4:00 am.

Third: Lost And Found Items Policy At Sheikh Zayed Grand Mosque Centre

1. The Centre does not bear any responsibility towards securing personal possessions and belongings.
2. Those who find lost items are requested to hand them over to the Information Desk. The Centre does not bear any liability for any damage or misplacement of the found items.
3. In the event of finding any personal belongings (ID, Passport,.etc.), which its owners do not claim, shall be submitted to the local police by the Centre within 24 hours.

4. The Centre stores all lost items for a maximum period of three (3) months, and when that period expires, they are handed over to the local police to take all required actions in accordance with procedures in place in this regard.
5. Owners of any found items requesting the Centre send it to them shall bear all liability and delivery charges.

Fourth: Tour Groups and Those Who Fall Under This Category:

1. All tourist groups or private visits must complete all booking procedures before their visit. In the event of cancelation, they are kindly requested to notify the visitor services team to accommodate other groups.
2. All tour operators and those accompanying private visits shall provide the visitors with adequate attire. All attires must be modest in compliance with the Centre's dress code, while they must also commit to informing those accompanying them in advance about the Mosque entry regulations and refrain from bringing along those who fail to comply with them.
3. Tour operators and those who fall under this category shall allocate at least one person to accompany their visitors on their behalf and shall be accountable for their conduct, behavior, and any damage they cause throughout their presence at the mosque or any of its facilities.
4. Tour operators and those who fall under this category shall adhere to all the Centre's rules and regulations. In the event of violating any of the Centre's rules and regulations, the Centre reserves the right to deny access to the mosque or any of its facilities which does not preclude seeking all necessary legal proceedings against them.
5. Commit to all pre-booked visits to the mosque. Visit will not be confirmed unless booked in advance.
6. The Centre's administration may cancel any visits, at any time, without prior notice.

Fifth: General Guidelines

1. In the event of any of the Centre's rules and regulations, or any guidelines issued by it, being violated, the Centre reserves the right to deny those who committed the violation access to the mosque or any of its facilities or seek any legal proceedings against them.
2. The Centre shall not be liable for any harm caused to those present at the mosque or any of its facilities.

3. The named persons in contract with the Centre shall commit to ensuring themselves against any potential damage that may result from executing its commitments as per contract, whether caused by any of its workers, tools, equipment, or anything else. They shall be solely responsible for the damages.
4. Except for authorized aircraft, it is strictly prohibited to fly aircraft or flying objects that fall within this category over the mosque or any of its facilities.
5. The Centre reserves the right to monitor and carry out surveillance operations of its premises.
6. The visitor can complain or give suggestions by placing them into the suggestion box or by filling out forms available, for such purposes, on Sheikh Zayed Grand Mosque Centre's official website. All complaints and suggestions will be replied to if possible.
7. Those with complaints or who have endured harm shall first resort to amicably settling the issue with Sheikh Zayed Grand Mosque Centre.
8. Adhere to prior booking the mosque's visits. Visits will not be confirmed without prior booking.
9. Commit to cooperating with the Centre's staff and security personnel.

Notice

All worshippers and visitors are requested to observe the rules and regulations adopted in the Centre while present at the mosque to ensure the Centre to successfully achieves its mission and can provide worshippers and visitors with the utmost services.

Accordingly the Centre's administration would like to draw your attention to that it will confiscate all devices or phones belonging to those who carry out filming and photography in a manner that violates the rules and regulations adopted in the mosque and its facilities until legal actions are taken against those in violation of the Centre's operative laws and regulations.

As the Centre's administration in its strive to provide top notch service to all, calls upon worshippers and visitors to abide by the Centre's regulations and to observe all obligations in place.