



# Arrival guide

Made in Dubai. Leading the world.



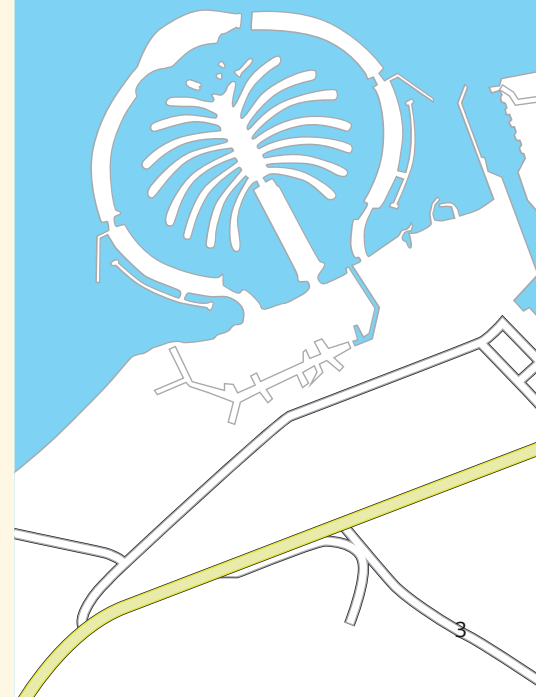
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# Arrival guide

Everything you need to know,  
from stepping off the plane, until  
you reach your new home.





## Key

- |   |  |   |   |
|---|--|---|---|
|  | EAHM                                     |  | Burj Al Arab Hotel                        |
|  | Burj Khalifa                             |  | Mall of the Emirates                      |
|  | The Dubai Mall                           |  | Mall of the Emirates Metro Station        |
|  | Dubai International Airport              |  | Saudi German Hospital Dubai London Clinic |
|  | E11 Sheikh Zayed Rd                      |  | D63 Umm Suqeim St                         |
|  | D94 King Salman bin Abdulaziz al Saud St |   |   |

# Arrival in Dubai

You will land in one of the two main international airports in the city: Dubai International Airport (DXB) or Dubai World Central Airport (DWC). When you arrive at the terminal, follow the signs for baggage claim.



## Passport control

Passport control will have a variety of different queues – join the one that corresponds to the passport that you hold. Waiting time is approximately 30 minutes, but this really depends on the time (morning hours tend to be busier). Once you reach the passport control officer, you will present both your passport and a hard copy of the entry permit that we have sent you by email (only valid in Dubai-based airports).

### Print the following items before your flight:

- Entry permit
- Admission letter from EAHM
- Copy of your passport
- EAHM location map
- Accommodation booking confirmation

The officer will also scan your fingerprint and your eyes, the first time you enter Dubai. Once completed, follow the signs to the baggage claim.



## Your luggage (baggage claim)

Find your flight number on the screens (usually placed above each luggage belt/carousel). Waiting time may vary depending on how busy the airport is at that time.

If your luggage has not been delivered, head to the closest “May I help you?” team member and they will direct you to one of the Dnata or Emirates baggage desks located in the Arrivals halls. You will need to present the luggage tag that was given to you upon check-in (usually stuck to the back of your passport) to find your bag. The team will assist in retrieving your luggage; make sure you provide EAHM’s location details and phone number so that they can contact you.





## Customs and cash

Right after picking up your bags you will proceed through customs. If you have nothing to declare, please pass through the green lane. If you have items to declare, use the red lane. A customs inspector may choose you for a random routine check, but there is no need to be anxious. This should take no more than five minutes.

Once you pass through customs, you will be at the Arrivals section of the airport. Before exiting, make sure to withdraw cash from one of the ATMs available. We recommend that you take out around AED 200 to pay for the taxi ride and buy a snack in case you are hungry. The arrivals section will also have a few exchange bureaus if you do not have a functioning debit/credit card.



## Taxi

If an airport pick-up has not been arranged beforehand, there will be plenty of airport taxis that you can take. Do not accept taxi rides from anyone else.

Follow the signs for the taxi stand, exit the airport and join the queue. Once it's your turn, you might be directed to a luxury black car by the airport staff (which is nicer but a little more expensive than the average taxi). You can decline and request one of the beige ones. If you are female, they may also direct you to a pink taxi (same rate as a normal taxi but with a female driver).

Once you enter the taxi, give the driver the campus address or show the driver the location map on your phone. Please note that the driver may not know the exact address of EAHM, so you might need to give them directions or use a maps app.

## Good to know

Dubai taxis are generally beige with different colours on the top (blue, red, purple, green, etc) that represent the company they are from. All of them offer the same rate and experience.



## Good to know

It's likely that you'll pass some of Dubai's great sights on the way to the EAHM campus. Take a peek outside to see some of Dubai's most famous landmarks and tourist spots.

### Coming from DxB airport (terminals 1, 2 and 3)

1. Take Sheikh Zayed Road towards Abu Dhabi.
2. Once on Sheikh Zayed Road, you will see The Museum of the Future on the left of the road.
3. Exit to Umm Suqeim Street towards the Jumeirah Hotels.
4. Once on Umm Suqeim Street, the driver should make a right at the second traffic light, just in front of Souk Madinat Jumeirah.
5. Passing the Burj Al Arab on your left, the driver will take the first right at Emirates NBD bank.
6. Take the right at the end of that street, then the second right (onto Al Jali Street) and a second right onto Al Saqool St.
7. By now, you will see brown-coloured villas on your right-hand side and an entrance with a security gate. This is the Welcome Centre and the main entrance to our campus and student accommodation.

### Coming from DWC airport

1. Take Sheikh Zayed Road towards Sharjah.
2. Exit to Umm Suqeim Street towards the Jumeirah Hotels.
3. Once on Umm Suqeim Street, the driver should make a right at the second traffic light that is just in front of Souk Madinat Jumeirah..
4. Passing the Burj Al Arab on your left, tell the driver to take the first right at Emirates NBD bank.
5. Take the right at the end of that street, then the second right (onto Al Jali Street) and a second right onto Al Saqool St
6. By now, you will see brown-coloured villas on your right-hand side and an entrance with a security gate. This is the Welcome Centre and the main entrance to our campus and student accommodation.



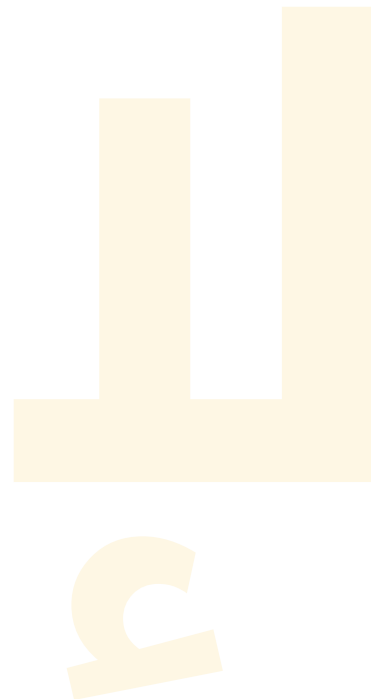
## Arrival at EAHM

Enter the campus and proceed to the Welcome Centre. From 9:00am – 7:00pm (Monday to Sunday), our Welcome Centre staff will check you in, give you the keys to your studio room and help you with your luggage. If you arrive late at night or early in the morning, please proceed to the Security Gate (which is just by the entrance) and they will put you in contact with one of our student ambassadors on duty who will check you in. Once in your studio, you will have some basic snacks to eat upon arrival.

You have arrived! Now it's time to discover your surroundings. If you face any issues finding the Academy, you can contact:

Security on their duty mobile  
+971 (0) 581 002 459

Welcome centre  
+971 (0) 551 000 513





# Student accommodation

Your studio — utilities, recycling, Wi-fi and noise control



## Your room

Our student accommodation is divided into two blocks: Block E for females and Block F for males. Your room will have what you need to get started with your studies at EAHM. Each studio is 24m<sup>2</sup> and equipped with:

- Kitchen with stove, fridge, pots, utensils and crockery
- Television
- Furnishings
- Storage
- Bathroom
- Telephone (local calls are free!)
- Wi-fi
- Iron and ironing board

This will be your space so make sure to take good care of it! To provide an enjoyable experience for students like you, we have put in place a set of rules to ensure respect and harmony on campus.





## Visiting hours

Visitors and students living off-campus are welcome until 11:00pm and need to register at the Security gate.

No alcohol is allowed on campus, or in rooms.



## Internet

Wi-fi: You will have free access upon arrival to iStudent. You will also have access to internet LAN connection if necessary. You will be given personal login details to the iStudent network during your check-in, which you will use throughout your studies at EAHM.

It is prohibited to install your own personal internet router as this affects the entire campus' bandwidth.



## Noise control

Always keep the noise level down especially at night. There is a no-noise policy after 11:00pm. If there is excessive noise, security will be called.



## Trash

Do not leave your trash outside the door. There are bins placed on the ground floor outside of every accommodation block, and recycling stations are available around campus.



# Services and campus facilities

Where to eat, where to workout, where to chill out. Essential information about the key areas and facilities on campus.

## The Welcome Centre

This is the place where you can take care of everything related to your stay in student accommodation. Collect your room keys, book housekeeping, report issues, and more.

Opening times

Monday to Sunday, 9:00am – 7:00pm

Welcome Centre (mobile) +971 (0) 551 000 513



## Barza

Our very own recreation room and student lounge. Hang out with your friends, watch TV, play video games or watch DVDs (use your room key to access the Barza).

Open 24/7



## Maintenance

If something needs repairing in your room, let the following crew know:

Welcome Centre (mobile) - +971 (0) 551 000 513

Monday to Friday: 9:00 am to 7:00pm

Saturday to Sunday: 9:00 am to 6:00pm

EAHM Security (mobile) - +971 (0) 4 348 9613

Open 24/7



## Housekeeping

If you wish, you can have our Housekeeping Team clean your room at an additional cost. To book this service, you must contact the Welcome Centre. You can also borrow a vacuum cleaner here.



## Gym

Fully-equipped with cardio machines and weights. The gym is open 24/7 and is located by the pool only for students between 16 years and above. Get access to the gym through EAHM security.



## Pool

When the weather is perfect, this is the best spot on campus to hang out before, in-between or after class! The pool is open only when the lifeguard is on duty.

Every day from 9:00am – 7:00pm



## Mini-market

You can buy basic groceries should you wish to cook and eat in your room.

Every day from 10:00am – 12:00am



## Tennis and multi-sports facility

Both the multi-sport area, (basketball, football and volleyball) and the tennis court are free to use, but you may want to book the tennis court with security beforehand.



## Dry cleaning services

Your business attire can be washed or dry-cleaned at an additional cost. You can hand in 3-5 items per day (Monday, Wednesday & Friday) and they are returned within 48 hours (working days). The laundry room can be found in F block, Room 0/30 on the ground floor.



## Laundry room

You can also wash your own clothes in a washing machine at the laundry rooms, located on the first and second floor of each accommodation block. The laundry room is open 24/7; students need to bring their own washing powder. Please respect other students' belongings! For assistance contact the Welcome center.



## EAHM restaurants

We have two dining restaurants on campus:

**The Café:** Self-service buffet style breakfast and lunch.

### Opening times

Monday to Friday: 7:30am – 4:00pm, with buffet lunch served between 11:30am - 2:30pm.

**Pool Café - Cioccolilly's:** head over to the pool bar for a wide array of sandwiches, salads and burgers. They can also deliver to your room.

### Opening times

Monday to Friday: 08:00am – 10:00pm

Saturday to Sunday: 08:00am – 06:00pm



## What's nearby

You're in the heart of Dubai, and surrounded by the best restaurants, malls, beaches and tourist attractions. Here are some of our favourites.







## Malls

### The Mall

Walking distance from EAHM. Here you can find lovely restaurants, hair salons and shops, among many other things. Just in front of 'The Mall' (opposite Jumeirah Beach Hotel), you will find Emirates NBD, which is the closest ATM to the campus.

### Souk Madinat Jumeirah

Great for walking from EAHM as it has a wide range of unique and trendy dining options, Souk Madinat Jumeirah is part of the Jumeirah Group and connects with three hotels along the beach. Always remember to ask for your student discount and present your student ID. Definitely a must-see!

### Mall of the Emirates (MOE)

You will find a cinema and plenty of restaurants, from food courts to fine-dining. You will also find one of the biggest Carrefour supermarkets in town, where you can go for a big shop when the mini-market just won't do. If you are familiar with the Carrefour brand, you know that you can buy your food, imports, grooming products, discounted clothing and electronics there. MOE is also home to the famous Ski Dubai (if you are up for some fun in the snow!). You can take a taxi from Jumeirah Beach Road to get there or order an Uber/Careem.



## ATM

The closest cash machine to campus is just in front of The Mall, about a five-minute walk. This is also the official branch of Emirates NBD bank.





## Nearby restaurants

### **The Surf Cafe**

A hipster cafe that serves great breakfast, coffee, healthy snacks and sushi. It's the place to go after a nice day on the beach.

### **HEAT Cafe**

A great spot for health and fitness aficionados. Their entire menu is designed to provide the customer with a tasteful but healthy experience.

### **Poke Poke**

If you don't know what Poke is, but love sushi, you have to check this place out. Still within walking distance from EAHM but during the summer you might consider taking a taxi.

### **P&B's at Madinat Jumeirah**

Great for American-style food and sport.

### **Eat & Drink**

Offers pretty much everything, with a range of items from various cuisines. They also deliver!





## Outdoor activities

### Running

If you enjoy running then the public beach is a great place to start and it's only a short walk from campus. It has a 5km running track that takes you all the way to Kite Beach, the go-to place during the winter in Dubai. It gained its name from all of the kite-surfers that practise there.

### Paddle-boarding

Very close to the public beach is the 'Surf House', a hub for surf-enthusiasts. You can rent paddleboards for around. AED 100 per hour and paddle-surf around the Burj Al Arab and back.

### Cycling

Book your bike from Careem bike station in Jumeriah 3 district and enjoy your 16km (cycling track) ride along side Jumeirah Beach.

### Kite-surfing

At Kite Beach, you can book classes to learn this sport.

### Desert safari

Take a ride into the desert and go off-roading on the sand dunes.

### Wild Wadi

Waterpark fun!

# Getting settled

Stay connected, stay healthy, stay active. All the nitty-gritty details regarding mobile numbers, driving licenses, bank accounts and health insurance.



## Setting up a mobile phone

We recommend the official telecommunications providers in the UAE: Du and Etisalat. To find out about their offers and purchasing a phone number, you can visit their websites:

[www.du.ae](http://www.du.ae)

[www.etisalat.ae](http://www.etisalat.ae)

You can purchase a SIM card at Dubai Airport once you arrive or at one of their official counters at Mall of the Emirates or Dubai Mall.

### You will need:

- Your passport
- A copy of your stamped entry permit (or student visa if you already have it)
- Coloured copy of your passport
- Possibly a sum of AED 100 (for a pre-paid account)

**Remember, you must be 18 years or older to register your SIM card.**



## Health insurance

It is mandatory for all students to be covered by an International Health Insurance Policy throughout their studies (medical coverage in UAE is a must). This is also a requirement to have your visa process finalised once you reach Dubai. We will share more information about the EAHM-affiliated local insurance policy via email, which you can discuss with us at the registration session during Orientation Week. In the unfortunate case that you will need to use your health insurance, the closest hospitals to campus are the Saudi German Hospital in Al Barsha or the Dubai London Clinic on Jumeirah Beach Road, both a 10-minute taxi drive away.

### Keep in mind the following:

- In case of emergency, inform the registrar (055 500 9566) or security (04 348 0955)
- If a person goes to hospital and is suspected of being involved in a fight/drunk/using drugs, the hospital may contact the police
- If you are planning on purchasing a local insurance for the first few weeks on-campus, we strongly recommend that you also purchase travel insurance to cover any medical expenses (including COVID-19 coverage) in the first four weeks in Dubai





## Opening a bank account

You can only open a bank account once your student visa and Emirates ID has been issued/ finalised (4-6 weeks after arrival). Bearing this in mind, you may want to take some precautions and ensure that you have an option to access your funds, possibly with an international card to make purchases and withdraw cash until your bank account is activated.

### You will need:

- A copy of your passport
- Your UAE residence student visa
- Your Emirates ID card
- A No Objection Letter (NOL) which you can request from the Student Services Centre/Registrar's Office via the Student Information System (SIS) online

Please be aware that requirements may differ from one bank to another, so we recommend that you check each bank's website individually beforehand.

### We recommend some of the banks below:

- **Emirates NBD:** They have a branch just in front of The Mall, walking distance from EAHM
- **Abu Dhabi Commercial Bank:** Have a branch at Mall of the Emirates
- **Mashreq bank:** Also at Mall of the Emirates
- **HSBC:** Also at Mall of the Emirates
- **First Abu Dhabi Bank:** Also at Mall of the Emirates or on Jumeirah Beach Road



## Getting a driver's license

If you already hold a license from your home country, it's possible to convert it without having to take driving lessons.

For more information, please check out this website:

**[www.rta.ae](http://www.rta.ae)**

By UAE law, you can transfer your driver's license if you are a citizen from the following countries: Kuwait, Saudi Arabia, Bahrain, Oman, Qatar, Austria, Belgium, Spain, Germany, France, Ireland, Netherlands, Italy, UK, Turkey, Greece, Switzerland, Norway, Denmark, Sweden, Romania, Poland, Finland, Portugal, Canada, USA, South Korea, New Zealand, Hong Kong, Japan, Australia, Singapore, South Africa.

If you are not from any of the countries above or if you don't hold a driver's license, you must take driving lessons.

### Below are some suggestions for driving schools:

Emirates Driving Institute: [www.edi-uae.com](http://www.edi-uae.com)

Belhasa Driving Center: [www.bdc.ae](http://www.bdc.ae)

Galadari Motor Driving Centre: [www.gmdc.ae](http://www.gmdc.ae)

Dubai Driving Center: [www.dubaidrivingcenter.net](http://www.dubaidrivingcenter.net)



A woman with dark hair, wearing a black blazer over a white shirt, is standing in front of a chain-link fence. She is looking down at a smartphone in her hands. The background shows some greenery and a clear sky.

# The Academy

Get to know all of the helpful people and resources on campus.

## Academy map

All services at EAHM and where to find them.

### Premises

1. Main Entrance
2. Security/Logging gate
3. EAHM reception phase 1
4. Auditorium
5. ICON student's training restaurant
6. The Café
7. Conservatory
8. Academic Suite
9. EAHM Reception phase 2
10. Student Accommodation (F-block)
11. Student Accommodation (E-block)

### Facilities

- A. Welcome centre
- B. Barza (Student lounge)
- C. Gym
- D. Mini Mart
- E. Prayer room
- F. Rooftop
- G. Swimming pool
- H. Tennis court
- I. Multi-sports court
- J. Innovation Hub
- K. Badminton court
- L. Pool Café (Cioccolilly's)

### Administrative opening hours

Monday to Friday: 08:00am – 6:00pm

We recommended scheduling an appointment beforehand.





## Student Services Centre

### Registrar's office

Can assist you with everything regarding your academic records, cashiering, scheduling and student documents.

### Other services at the Registrar's office include:

- Course registration and scheduling
- Student study plan and change of programme requests
- Exam schedules
- Graduation procedures, issuing official transcripts and parchments
- Issuing letters and statements for visa processing and other formalities

### Opening hours:

Monday to Friday: 8:00am – 6:00pm

### Email

[Maureen.ferre@eahm.ae](mailto:Maureen.ferre@eahm.ae)

### Finance

Will assist you with all payments, invoices and other financial matters.

### Email

[Student.finance@eahm.ae](mailto:Student.finance@eahm.ae)

### IT

Will support you with Wi-fi, logging in to your email student account and Office 365 as well as accessing the student platforms (SIS and Moodle) and other IT-related services.

### Email

[EAHM-ITSupport@emiratesacademy.edu](mailto:EAHM-ITSupport@emiratesacademy.edu)

### **Operations**

Can assist with accommodation bookings and payments; they can also support you with Academy room bookings and issuing name tags.

#### **Email**

Dina.binmasoud@eahm.ae

Bakhtiar.muhammad@eahm.ae

### **Library**

#### **Opening hours**

Monday to Friday: 9:00am – 6:00pm

Saturday: Closed

Sunday: Closed

All timings are subject to change during trimesters, holidays and weekends.

#### **Email**

Library@emiratesacademy.edu

### **Industry Liaison**

Will assist you with everything regarding your internship, career placements and opportunities in Dubai and internationally.

#### **Email**

Raluca.dumitrescu@eahm.ae

### **Student Support Office**

Will assist you on any matters related to student life, academic counselling or general guidance to make your life easier in and out of class. Can also help you find additional professional learning or counselling support off-campus should you request or require it.





# Life in Dubai

The inside (condensed!) scoop on Dubai – how to get around the city, UAE culture, Ramadan, what to wear and when, planning evening and weekend activities, receiving mail, student discounts and more...



## Business hours

Like many places in the world, the working week in the UAE is from Monday to Friday and the weekend is Saturday and Sunday. Most government offices are open Monday to Friday from 7:30am – 2:30pm.



## Taxi service

Taxis within Dubai are easy to use. Fares vary depending on the length of the ride and the time of the day. The starting fee during daytime between 6:00am – 10:00pm is around AED 5 and roughly AED 6 in the evening. It might be a bit difficult to flag a taxi from EAHM, however you can order a taxi by dialing **04 208 0808** or you can flag a taxi from outside Wild Wadi Waterpark, which is a five-minute walk from campus.

To plan your trip, check out this page [www.rta.ae](http://www.rta.ae)

**Shift Changes:** Between 4:00pm – 6:00pm, you will notice that flagging or booking a taxi is more difficult than usual. This is because during this time of the day the taxi drivers are switching shifts. The same applies from 5:00pm – 7:00pm on Thursday rush hour and from 11:30am – 12:30pm during Friday prayers. Plan your trip in advance. In case you are not able to book a taxi, you can still book

your driver with Uber or Careem (via their apps) that offer a more reliable service.



## Bus service

You can also take buses to move around the city. To use them, you must have an NOL card on hand since buses do not accept cash. The closest bus stop to campus is opposite to the Mina A' Salam Hotel on Jumeirah Beach Road (approximately a five-minute walk from campus). Not all bus stops have NOL card machines, so we suggest you purchase one at the nearest metro station.

To view the bus schedule and plan your trip, please visit [www.rta.ae](http://www.rta.ae)







## Metro

Another transport option is the Dubai Metro. The Dubai Metro network has two lines, a tram and 47 stations that can connect you with important landmarks across the city. You can purchase a ticket at the station or obtain a NOL card that you can use. Students under 23 years old can apply for a NOL Student Card, which gives you a discounted rate. To apply for one, you must collect the application form from the station, complete and submit it to the Student Services Centre for approval. When using the metro, you will notice that there is a section only for Women and Children and a Gold Class cabin, so be sure to sit in the right cabin to avoid fines. Eating and drinking (even chewing gum) is not allowed! The closest metro station to campus is at Mall of the Emirates so you still need to take a taxi to get there, or a connecting bus.



## Culture

The UAE is a home to many nationalities and religions. All are practiced within this metropolitan city with respect and tolerance towards each other. The official religion in Dubai is Islam and if you are unfamiliar with its practices and set of beliefs, Dubai will be the best place for you to experience them first-hand.

In addition to the national UAE holidays, you will experience how different communities in the UAE celebrate their own religious and national events and you will even see decorations in stores and restaurants to share the joy: Christmas, Diwali, New Year's Eve, the Holy Month of Ramadan, Chinese New Year, and more.

### Dressing in Dubai and the UAE

Remember to dress appropriately in public areas such as malls, supermarkets and cinemas.

### Alcohol consumption in the UAE

If you are 21 years old, you can purchase and consume alcohol in bars, clubs, lounges and licensed restaurants. You will not be able to purchase alcohol for your own private consumption from the licensed liquor stores without an alcohol license, which has a charge. Please note that there is zero tolerance for driving under the influence of alcohol.

Find out more here:

[www.alcohollicencedubai.com](http://www.alcohollicencedubai.com)





### **Good to know**

Celebrations take different forms but you will notice the difference in life around the time of Ramadan in the UAE. Ramadan is when Muslims all over the world spend 30 days fasting (abstaining from eating or drinking) and meditating on different aspects of worship.



## Ramadan

As the majority of the UAE is of Muslim faith, residents and nationals must

respect Ramadan also:

- Do not eat, drink or smoke in public from sunrise until after sunset
- Wear modest clothing (cover your shoulders and knees)
- Do not use foul language or speak of explicit topics in public

During this time, you will notice:

- Dining options at the various 'Iftar' buffets around Dubai from 7:00pm onwards and going out for 'Suhour' (where you also eat) from 11:00pm onwards
- Some restaurants and bars will be closed until sunset, or might just work on a delivery basis
- Bars may place restrictions on live music and entertainment as loud music is not permitted
- Clubs tend to be closed
- Alcohol may not be served until after sunset

If you are new to Dubai, and to Islam, this may be very challenging at first but you can get used to it easily. Of course, you are still free to eat and drink during the daytime as long as you do so within the private designated areas, and with respect for those who are fasting. When the sun goes down, you will experience what could be the most social time of the year. The city comes alive at night as Muslims break their fasts at home or with friends, sometimes even with complete strangers at the same table! The local favourite option is to dine in one of the many Ramadan tents in the city. The end of Ramadan is celebrated with a public holiday called Eid-al Fitr.





## Things to do in Dubai

There are plenty of activities and things to do in Dubai (skydiving, dancing, swimming with dolphins, skiing, yoga, and more). We encourage you to check out the following websites to keep posted about specific events, concerts and other deals happening every week:

[www.timeoutdubai.com](http://www.timeoutdubai.com)

[www.dubainightplanner.com](http://www.dubainightplanner.com)

[www.boxofficeme.com](http://www.boxofficeme.com)

[www.dubailife.com](http://www.dubailife.com)



## The cinema

Most cinemas can be found at the shopping malls in Dubai. A basic ticket is priced at around AED 35.

The three most popular cinemas are:

[www.reelcinemas.ae](http://www.reelcinemas.ae)

[www.uae.voxcinemas.com](http://www.uae.voxcinemas.com)

[www.novocinemas.com](http://www.novocinemas.com)

## Brunches

Dubai's social scene is brunch at the weekends. Most of the brunch places offer all-you-can-eat and drink buffets that usually set the tone for the rest of the day.

## Places to go

Check out our favourite places in the city:

- Pier 7 (seven restaurants and bars on seven floors)
- JBR – The Walk
- Souk Madinat Jumeirah (a great dining spot with numerous restaurants, and linked to three Jumeirah hotels)
- City Walk
- Downtown Dubai – walk along the canal and stop for a coffee
- Box Park
- Barbary Deli

## General Information

### Emergencies

If you are in an emergency outside of EAHM, please call 999 for assistance. Please also inform any of the following so we are able to support you in the best way possible:

Registrar +971 (0) 55 500 9566

Security +971 (0) 4 348 9613

### Security main gatehouse

If you are at EAHM, the security office is located at the Welcome Centre entrance gate. Security is open 24 hours a day, seven days a week. In case of an emergency, please dial 222 from any landline on campus. For all other matters not considered as an emergency, please call:

Landline +971 (0) 4 348 9613

Mobile +971 (0) 55 500 9562

### Pharmacies

Most grocery stores have pharmacies nearby. The closest pharmacy is located in the Aswaaq building around the corner from EAHM as well as in 'The Mall'. There are also pharmacies in Mall of the Emirates or at Choithrams on Al Wasl Road.

### Receiving mail and courier

The following postal address should be used for deliveries. EAHM will notify you via your student email once you have received mail:

#### Attention: Your full name

The Emirates Academy of Hospitality  
Management (Opposite Burj Al Arab),  
P.O Box 29662, Dubai, United Arab Emirates

### Student discounts

As a student of EAHM, you can get the best available rate from some of the Jumeirah hotels and restaurants. Enquire before you make a booking.

### Studio bookings

You are able to book a studio for your friends and family at the Welcome Centre should they wish to visit. Additionally, please feel free to contact the operations manager for more information:

[dina.binmasoud@eahm.ae](mailto:dina.binmasoud@eahm.ae)





# EAHM dress code

Whether it's on campus, in class, at work or at a high-profile event, here's a breakdown on what to wear to look your best.

One of the key factors that will determine your success in the world of business and hospitality is pride in your personal appearance.

At EAHM, we pay particular attention to the personal appearance of our students and staff members. Our dress code is an important part of our brand and culture.

Students attending EAHM must wear professional business attire and adhere to the general grooming guidelines whilst they are on campus, which includes the reception areas, courtyard, the library, !CON, conservatory, rooftop terrace. The Café and classrooms during weekdays Monday to Friday from 8:00am – 6:00pm.

In the following pages, we've outlined to what extent specific clothing items and accessories are considered aligned with EAHM & Jumeirah Values.

## Male attire and grooming

### Suit and shirt

The following colour schemes are acceptable:

- Your two-piece suit should be in the same colour
- The length of the pants should touch the front of your shoes and fall just above the heel in the back
- Always wear a long sleeve shirt
- The shirt's sleeve should extend beyond the jacket sleeves by 1/2 inch

### Tie

- Wear a subtle pattern or solid colour
- Always wear a tie darker than your shirt
- The tie must be knotted smartly. It should not hang loosely away from the shirt collar

### Name badge

- Must be worn all times on the top left lapel of your suit

### Shoes, socks and belt

- Black leather Oxford shoes are recommended. These should be elegant and conservative
- Shoes should be in good condition and polished. Shoe polishing machines are available around the campus
- Socks should be black or match the colour of your suit and cover your calves
- Belts should be in good condition
- Belts should have a conservative and discreet buckle

### Grooming

- Hair must be well-kept and clean, short and cut above the ears and collar on a regular basis. Avoid extreme hair colouring or designs cut into hair
- Facial hair must be clean-shaven. Gentlemen must shave daily before coming on campus. No beard/moustache is allowed during the academic trimesters. Existing beard/moustaches must be kept well trimmed at all times. The length of the sideburns must be kept above the top of the ear lobes
- Fingernails must be clean, short and well trimmed
- Highly perfumed deodorants or strong-smelling colognes, aftershaves and body sprays should be avoided
- You should not have any visible tattoos or body piercings
- Personal hygiene is crucial and expected to be maintained at all times

## Female attire and grooming

### Suit and shirt/blouse

The colour schemes shown are acceptable:

- Your two-piece suit should be in the same colour
- The length of the pants should touch the front of your shoes and fall just above the heel in the back
- The skirts should be knee-length
- If wearing a knee-length business dress, it should be in the same colour as the jacket that must be worn on top of the dress
- The shirt's sleeve should extend beyond the jacket sleeves by 1/2 inch
- Blouses should be professional (i.e. avoid completely low-cut or revealing)

### Shoes, stockings and belt

- Black leather shoes are recommended. These should be simple and appropriate
- Avoid sandals or shoes with open toes or ankle straps
- Shoes should be in good condition and polished. Shoe polishing machines are available around the campus
- Heels should be 1-2 inches only. High heels can only be worn after college hours. It is recommended to have one pair of black flat shoes for operational courses and part-time work plus one pair of black shoes with the recommended heel height. It is not permitted to wear sandals or open toe heels with ankle straps
- If wearing a skirt, neutral-coloured stockings should be worn

- Belts should be black and in good condition
- Belts should have a conservative and discreet buckle

### Name badge

- Must be worn all times on the top left lapel of your suit

### Grooming

- Hair must be clean and well-kept. Long hair should be tied back. Avoid extreme hair colouring and excessive hair accessories
- Dark or bright eye shadow and lipstick should be avoided, if wearing makeup; a neutral or natural look is advised
- Fingernails must be clean, short and well trimmed. Avoid nail art and bright polish. If you are enrolled on operational/food and beverage courses, nail polish is not allowed
- If applying deodorant or perfume, it should be very light
- You should not have any visible tattoos or body piercings
- Jewellery should be minimal and subtle. Avoid dangling and fancy ornaments





## Emirati male attire and grooming

### Attire

- Clean and pressed white kandorah with tarboosh, with salwar/baniyan
- White gutra and black agal
- Black sandals in clean and good condition
- Name badge

### Grooming

- Hair should be well kept and clean; short and cut above the ears and collar on a regular basis. Avoid extreme hair colouring, knotted/matted hair or designs cut into hair
- Facial hair must be clean-shaven. Existing beard/ moustaches must be kept well-trimmed at all times. The length of the sideburns must be kept above the top of the ear lobes
- Fingernails must be clean, short and well trimmed
- Mild deodorants are advised. Highly perfumed or strong-smelling colognes, aftershaves and body spray should be avoided
- You should not have any visible tattoos or body piercings
- If you are enrolled on operational/food and beverage courses, jewellery/watches are not allowed

## Emirati female attire and grooming

### Attire

- Clean and pressed plain black, closed Abaya and black Sheila which should be worn during business hours and in class
- Closed black shoes with low heels. Should always be clean and polished
- Name badge

### Grooming

- Hair should be tied back neatly
- Avoid extreme hair colouring and excessive hair accessories.
- Dark or bright eye shadow and lipstick should be avoided, if wearing makeup, a neutral or natural look is advised
- Fingernails – must be clean, short and well trimmed. Avoid nail art or bright polish. If you are enrolled on operational/food and beverage courses, nail polish is not allowed
- If applying deodorant or perfume, it should be very light
- You should not have any visible tattoos or body piercings
- Jewellery should be minimal and subtle. Avoid dangling and fancy ornaments. If you are enrolled on operational/food and beverage courses, jewellery/watches are not allowed





### **Kitchen attire**

The following will be provided at the beginning of each practical kitchen class and returned after each session:

- Chef's jacket
- Chef's trousers\*
- Chef's apron
- Skull cap
- Chef jacket buttons
- Black socks

\*You can wear your black trousers instead of the chef's trousers.

Additionally, you will need to purchase Crocs or Birkenstock type shoes with a heel-strap and no holes for the kitchen.

### **Service attire**

- Black trousers for males and females
- White long-sleeved shirt
- Black closed and flat shoes
- White undershirt
- The apron will be provided by EAHM
- Your name badge should always be worn









## A short guide to possible dress codes:

### Formal and semi-formal wear

The formal and semi-formal dress codes apply to high-class events, galas and other official ceremonies often taking place in the evening.

#### If you're male you should have:

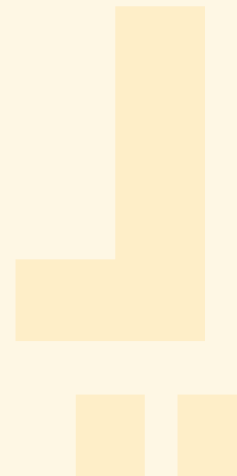
- A tuxedo or a dark-coloured suit
- White dress shirt
- Solid-coloured tie
- Cufflinks optional

#### If you're female you should have:

- Long gown, cocktail dress or luxurious separates
- Fitting accessories

## Good to know

During your studies at EAHM, you will have the opportunity to attend and be a part of different events on campus. Your dress code will be indicated in your invitation or the event's announcement.



### **Smart-casual**

A smart casual event is a code for an event that is held within an official capacity, yet in a slightly informal setting. Our events, for example get-togethers held on campus, evenings, holidays and philanthropic events are often of a smart casual code.

#### **If you're male:**

- Dressy trousers
- Collared shirt
- Loafers

#### **If you're female:**

- Pencil skirt or dress pants
- Silk or button-down top
- High heels or other appropriate footwear

Business attire is required for all students attending classes at EAHM. After 6:00pm on Monday to Friday and on weekends, you can dress in smart-casual when entering the academic buildings (Phase 1 and Phase 2). Please read the 'EAHM Grooming Guide' for more information about the dress code requirements, which can be found on your SIS portal.

Throughout the academic year, Fridays will be business casual days except if there are any meetings or events which require business attire.

### **Casual**

After classes or during weekends, you're free to wear comfortable clothing around the campus; however, students are expected to maintain a level of appropriateness even when out of the classroom and study hours.

#### **Below is a list of clothing items to avoid entirely:**

- Untidy appearance in general
- Faded and/or tattered/torn jeans or shorts
- Shorts which are too short, gym shorts, multi-coloured shorts
- Faded and/or misshapen t-shirts
- Garments displaying excessive advertising or offensive subjects/language
- Jogging suits/tracksuits
- Tank tops, spaghetti straps, clothing that fails to cover the torso, back and shoulders entirely
- Short skirts or dress (shorter than knee-length)
- Slippers/flip-flops

### **Tailors**

For any personal tailoring that you may need, we advise you to go to Satwa where you can find tailors as well as fabric and clothing accessories stores. One of the favourite tailors for girls at EAHM is Dreamgirls, which is situated behind Satwa Health Centre in Satwa Road. For more information, you can visit their website:

[www.dreamgirltailors.com](http://www.dreamgirltailors.com)

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