



# AL BADIA LIVING

DUBAI FESTIVAL CITY

## *Resident Handbook*



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# Welcome from Al Badia Living Management

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# 01

**Dear Residents,**

We are pleased to provide you with this Resident's handbook to ensure that you receive the highest level of service possible. It contains valuable information about our community, the services we offer, and outlines your rights and responsibilities. Additionally, it addresses most of the common queries you may have regarding your leased space and amenities, along with providing useful general information to enhance your experience during your stay.

We are committed to managing your building efficiently, and we collaborate closely with our partners to ensure that our services maintain a high standard while offering excellent value for money. While we have endeavored to include as much information as possible in this handbook, please do not hesitate to reach out to us if you have any unanswered queries. We are here to assist you promptly.

It's important to note that this Resident's Handbook does not replace or modify any terms and conditions outlined in your Lease Agreement; rather, it serves as a supplementary resource. We may periodically update this handbook and distribute it to all residents to keep you informed.

We are thrilled to welcome you to the Al Badia Living community and look forward to building a successful relationship with you. We wish you many enjoyable and rewarding years of residency with Al-Futtaim Real Estate.

Sincerely,  
Al Badia Living Management

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# Dubai Festival City *Community*

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# 02

## DUBAI FESTIVAL CITY

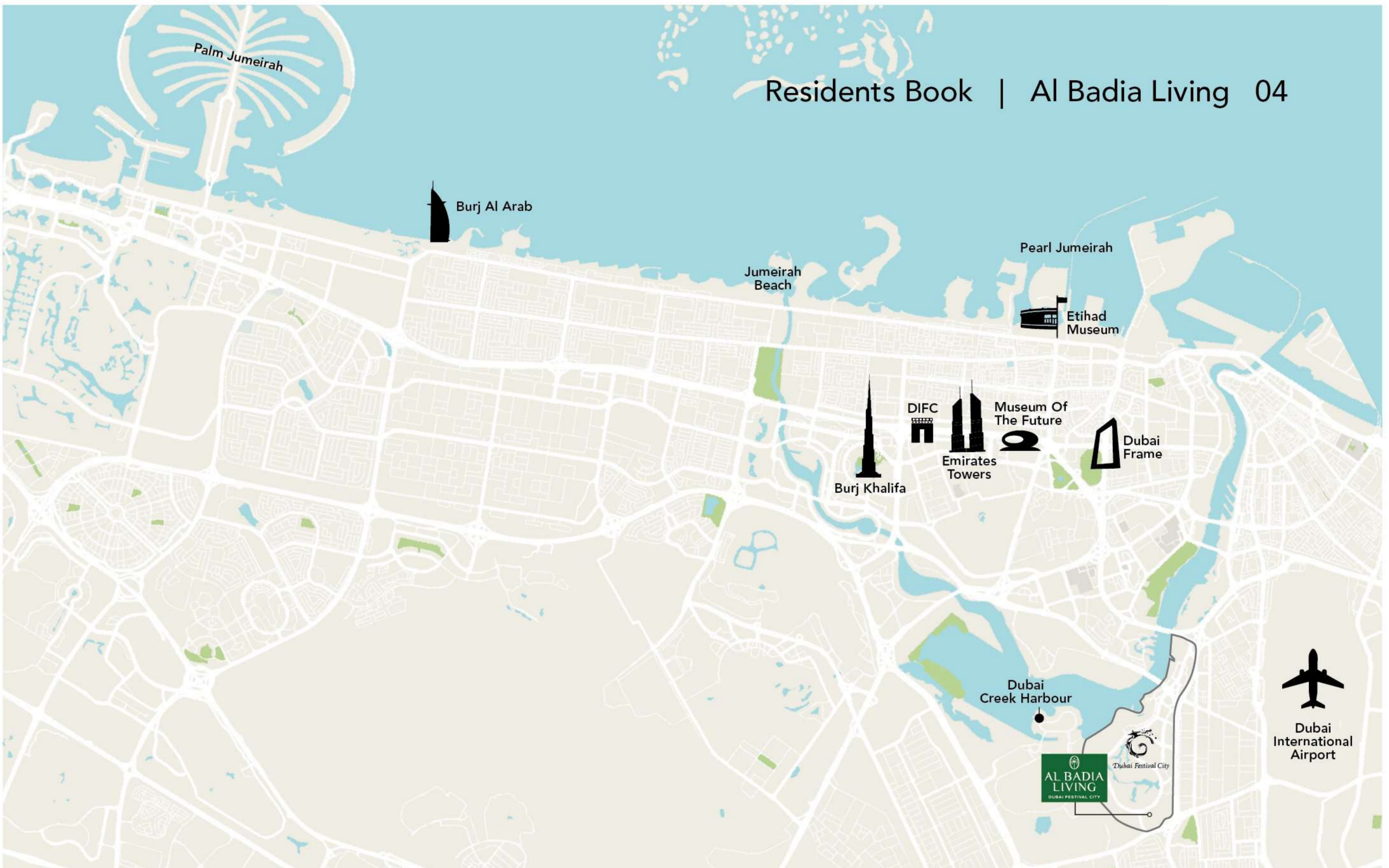
Dubai Festival City is Al-Futtaim Real Estate's premier leisure and entertainment hub, offering a vibrant environment for living, shopping, working, and playing. Our commitment is to cultivate a connected community that fosters overall wellbeing.

Set along a picturesque 3.3-kilometre creek, Dubai Festival City is a meticulously master-planned mega project that serves as a superior lifestyle destination. Conveniently located within a 15-minute reach for both residents and visitors, it boasts outstanding facilities designed for inclusivity and accessibility.

The development encompasses various residential areas, including Marsa Plaza, Al Badia Residences, Al Badia Hillside, and Al Badia Living. It also features commercial spaces like Festival Tower, renowned educational institutions such as Universal American School and Deira International School, and the family-friendly Al Areesh Club.

The entire city is thoughtfully designed to enhance the enjoyment of nature, seamlessly integrating indoor and outdoor environments with waterfront retail and dining experiences, walkable pathways, and micro-mobility solutions for year-round usability.





## AL BADIA LIVING

Step into a new era of urban life in Dubai, where Al Badia Living redefines connected community and premium lifestyle. Our spaces seamlessly blend resort-style luxury and urban vibrancy, creating an environment where sophistication meets authenticity.



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*Contact Information*  
**Al Badia Living  
Management**

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**03**



**Leasing Team**

800332

**Customer Care - Maintenance  
& Cleaning**

800332

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**Management Office Location**

Building D, Ground Floor

**Office Hours**

Monday - Friday 8:30 AM - 5:30 PM

## CONCIERGE SERVICE

Al Badia Living Management provides a dedicated concierge service at every building. This team will be offering 24/7 high customer service to residents, ensuring they receive timely information, assistance, and a comfortable, enjoyable living throughout their stay at Al Badia Living.

### Building A

Landline: 04 208 5671

Email: ABL.A@alfuttaim.com

### Building B

Landline: 04 208 5672

Email: ABL.B@alfuttaim.com

### Building C

Landline: 04 208 5673

Email: ABL.C@alfuttaim.com

### Building D

Landline: 04 208 5674

Email: ABL.D@alfuttaim.com

### Building E

Landline: 04 208 5675

Email: ABL.E@alfuttaim.com

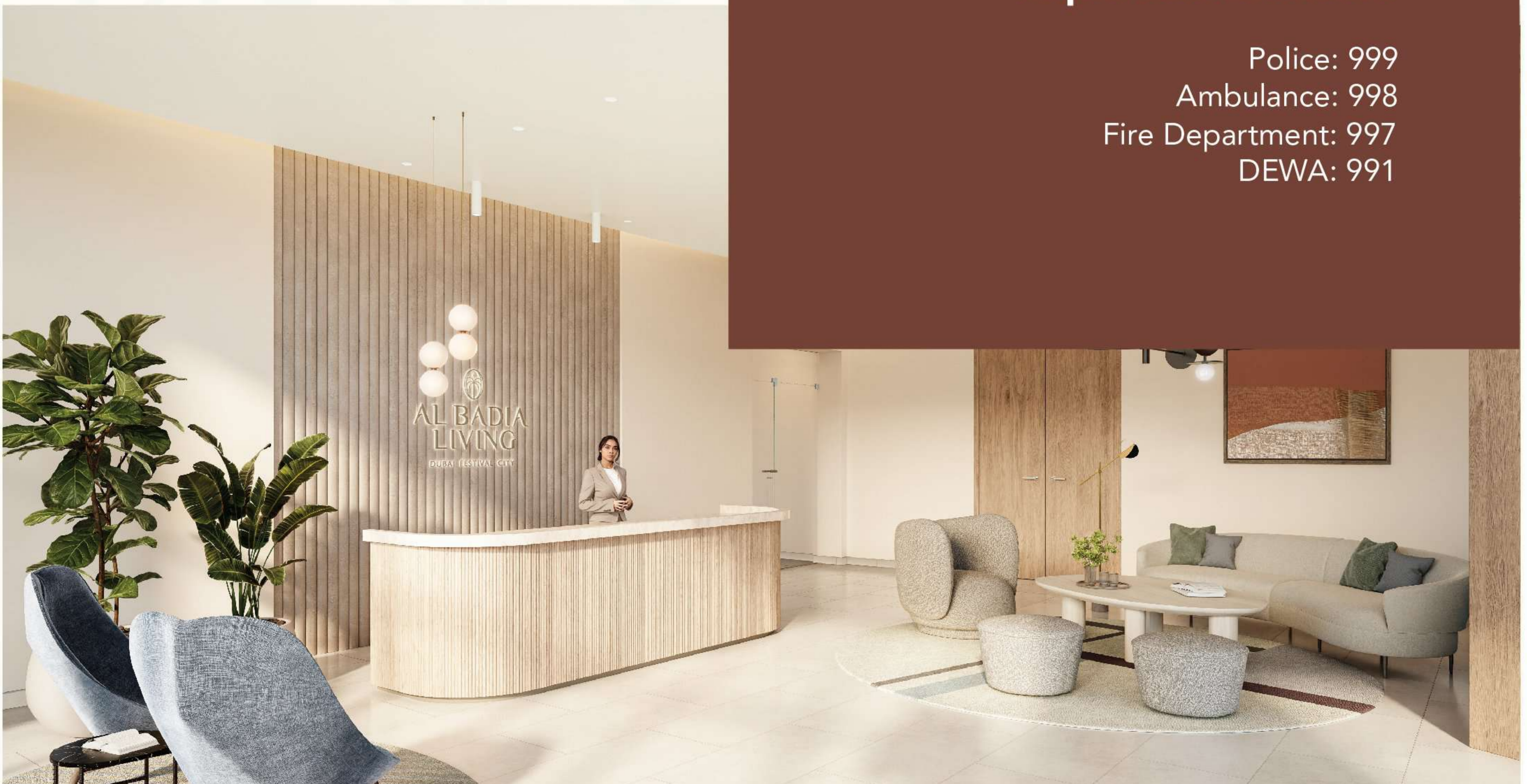
## Important contacts:

Police: 999

Ambulance: 998

Fire Department: 997

DEWA: 991



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# Useful Contacts

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# 04

## GENERAL

<b>DEWA</b>	04 601 9999
<b>Etisalat</b>	800 101
<b>Du Directory</b>	800 155
<b>Dubai International Airport</b>	04 2245 555
<b>Flight Enquiry</b>	04 2245 555
<b>DNATA</b>	04 3166 666
<b>Smart Dubai Contact Center</b>	6005 60000
<b>The UAE Govt portal</b>	80012

## HOSPITALS - GOVERNMENT

Dubai Hospital	80060
Al Maktoum Hospital, Deira	04 222 1211
Rashid Hospital, Bur Dubai	04 219 2000
Latifa Hospital, Oud Metha	800 342
Al Jalila Children's Specialty Hospital	800 2524
Al Kuwaiti Hospital Deira	8008877

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# Useful Contacts

## CLINIC

**HealthHub**

8002344 | [www.healthhubalfuttaim.com](http://www.healthhubalfuttaim.com)

## HOSPITALS - PRIVATE

**American Hospital**

04 377 5500 | [www.ahdubai.com](http://www.ahdubai.com)

**Aster Cedars**

04 440 0500 | [www.asterhospital.com](http://www.asterhospital.com)

**Mediclinic City Hospital**

8001999 | [www.mediclinic.ae](http://www.mediclinic.ae)

**Emirates Hospital**

800 444444 | [www.emirateshospitals.ae](http://www.emirateshospitals.ae)

**International Modern Hospital**

04 406 3000 | [www.imh.ae](http://www.imh.ae)

**Medcare Hospital**

800 6332273 | [www.medcare.ae](http://www.medcare.ae)

**NMC Speciality Hospital**

04 212 2599 | [www.nmc.ae](http://www.nmc.ae)

**Mediclinic Welcare Hospital**

800 1999 | [www.mediclinic.ae](http://www.mediclinic.ae)

**Zulekha Hospital**

600 52 4442 | [www.zulekhahospitals.com](http://www.zulekhahospitals.com)

**Aster Hospital**

04 440 0500 | [www.asterhospital.com](http://www.asterhospital.com)

**Saudi German Hospital**

8002211 | [www.sghdubai.ae](http://www.sghdubai.ae)

**Al Zahra Hospital**

04 378 6666 | [www.azhd.ae](http://www.azhd.ae)

**King's College Hospital**

8007777 | [www.kingscollegehospitaldubai.com](http://www.kingscollegehospitaldubai.com)

# Move-In Process

# 05

We are delighted to welcome you to the Al Badia Living Community. To ensure a smooth move-in process, please adhere to the following procedures:

- **Schedule a Move-In Appointment:**  
After signing your lease, arrange a move-in appointment with the concierge team through email.
- **Move-In Appointment:**  
During your scheduled appointment, the Community Management will greet you and provide an orientation to the community. You will be introduced to community amenities, rules, and regulations. At this time we will provide resident's access cards, hand over the apartment keys and issue a move-in permit.
- **Property Inspection:**  
We will conduct an inspection to the apartment to document its condition as a reference for future use.

- **Notify Concierge:**  
Inform your building's concierge of your move-in date. This can be done by emailing or visiting the concierge desk at your building.
- **Obtain Move-In Permit (MIP):**  
Ensure that you secure the Move-In Permit (MIP) before your move-in date. The MIP is a crucial document required for access; without it, entry may be restricted. Your movers will need a copy of the MIP to gain access to the community if you are not present.
- **Bulky Waste Disposal:**  
For bulky waste disposal, contact the concierge to book a service elevator and request house-keeping assistance if necessary.

We are here to help you with moving in into our community!



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# Move-Out Process

- **Decision to Leave:**  
If you choose to leave the Al Badia Living Community, we understand that personal reasons may guide your decision, and we wish you the best of luck with your future endeavors. To ensure a smooth and hassle-free move-out process, please follow the procedures outlined below.
- **Notice of Departure:**  
Inform the Customer Relations Office of your intention to vacate the apartment at least 90 days before the lease renewal date. You can do this by calling 800 332
- **Property Inspection:**  
Our Customer Relations agent will schedule a property inspection and notify you of the date.
- **Key and Access Card Handover:**  
On the day of the inspection, you will need to return all keys and access cards. This will be documented on the move-out inspection checklist, in the presence of the Community Management.
- **Final Utility Bills:**  
Submit copies of the final bills for all relevant utilities to complete the move-out formalities.
- **Security Deposit Refund:**  
If the property is in acceptable condition, we will initiate the process to refund your security deposit. If any damage beyond normal wear and tear is observed, deductions will be made from the deposit, with the remaining amount refunded accordingly.



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# Property Management Services

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# 06

We are committed to delivering exceptional property management services to ensure your enjoyment while living at the Al Badia Living Community. Our dedicated team is here to assist and support you with all your requests.

Our property services encompass the maintenance of both common areas and individual apartments. Should you encounter any issues with your apartment, please contact us. Our facility management specialists will promptly reach out to schedule a visit and address any concerns

Property maintenance within the apartment is our responsibility, and we strive to address any issues promptly. If you require assistance with matters beyond our property maintenance scope, we will connect you with our handyman services to ensure your needs are met.





## Preventive Maintenance

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During your stay with us, we will be contacting you for conducting scheduled preventive maintenance inside your apartment as per following:

- Air Conditioning Service
- MEP (Mechanical, Electrical, Plumbing)
- Fire Safety

Residents are requested to provide access for the scheduled maintenance.



## Handyman Services

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For handyman services, please contact the concierge desk at your building to obtain the list of our registered companies.

Handyman can offer help with assembling furniture, drilling walls for hanging TV, art work, picture frames and help with maintenance repairs. If you wish to appoint an external contractor, please approach the concierge desk or the Community Management Office.



## Facility Management

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Our facilities management team is responsible for maintaining the common areas of Al Badia Living. These common areas refer to the spaces outside your leased premises that are shared by all residents. We will provide a range of services, including cleaning, waste disposal, civil works, as well as mechanical, electrical, plumbing, and fire safety maintenance and repairs.



## Reactive Management

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If you have any issues with plumbing, electrical, air conditioning or any other maintenance needs, please contact our Maintenance Customer Centre:

- 800 332

Wear and tear of the fixtures and fittings will be covered by the Al Badia Living Management, but any misuse or damage to be paid by the Resident. If you wish to appoint an external contractor, please approach the concierge desk or the Community Management Office. External contractors are not permitted inside the building without prior written approval from the Al Badia Living Management.

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# Community Management Services

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# 07

Al Badia Living presents a distinctive opportunity to immerse yourself in the essence of community living, supported by premium amenities and unparalleled convenience. Our goal is to create a lifestyle that transcends mere residency.

We aspire to cultivate a vibrant community that embraces an exclusive resort-style atmosphere, where everyday conveniences are effortlessly accessible. Here, you'll find everything you need and desire for work, relaxation, and recreation, all within your reach.

## **Security Services**

We would like to inform all our residents that the common areas are monitored by CCTV and entry to the apartments and several common areas require access control.

Please ensure you carry out access cards with you to access the areas of your interest.

Our patrolling guards, traffic management specialists, emergency response team, and lifeguards provide 24/7 services to the community to ensure your stay with Al Badia Living is protected at all times.

In case of emergency when you need the assistance of our security, please reach out to the Al Badia Living Security Command Centre.

24/7 Tel 800 332

## **Concierge Services**

To elevate the Al Badia Living experience, our professional concierge team will assist you with managing building security and access, handling mail and packages and coordinating maintenance requests. They will provide information and recommendations about local amenities, book reservations, respond to emergencies, and liaise with external vendors and service providers.

Our concierge team is dedicated to offering a seamless and pleasant living environment for all Al Badia Living residents.

## Waste Management

We aim to provide a clean, safe, and sustainable environment for our residents. Therefore, our waste management practices include the collection of recyclable waste from the common area and from the apartments.

For common areas, we have installed three stream waste bins across our amenities and facilities to collect: paper, plastic, and cans.

For apartments, a dedicated "green" chute has been added in every garbage room, on every floor.

## Common areas cleaning service

Our Facility Management team is responsible for cleaning the common areas only. Therefore, for reporting issues observed in the common areas, please reach out to the concierge team for assistance



## Al Badia Living Community map

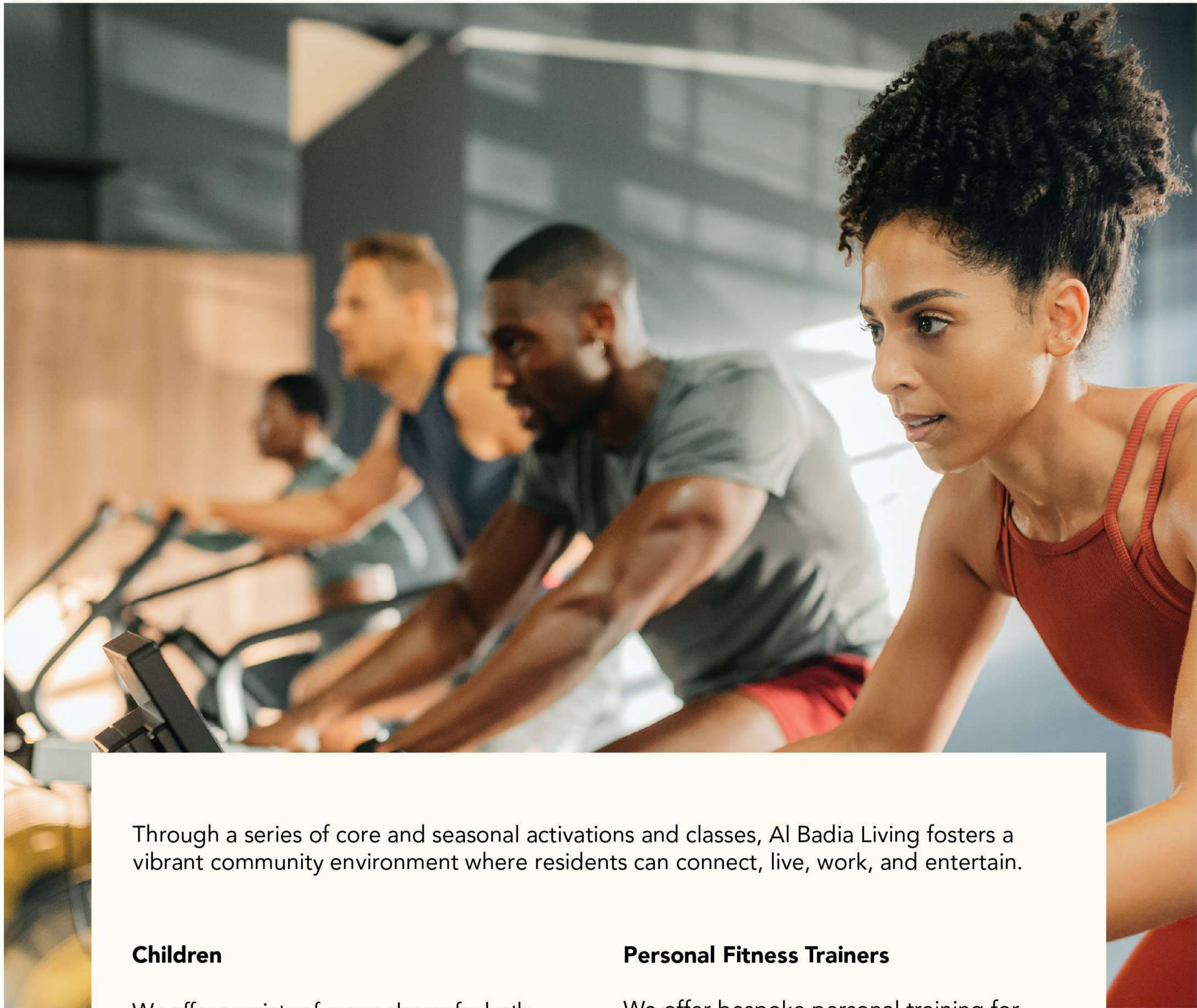


### Amenities and Facilities:

- Swimming pool
- Lap pool
- Children's pool & splash pad
- Dog park
- Children's pavilion
- Children's playground
- Residents' pavilion
- Seating pods
- Gym
- Changing rooms & sauna
- Fitness studio
- Poolside dining
- Community management office
- BBQ area

### Amenities Operating Hours:

- Lap pool 06:00 AM - 10:00 PM
- Swimming pool 06:00 AM - 10:00 PM
- Children pool 08:00 AM - 08:00 PM
- Splash pad 08:00 AM - 08:00 PM
- Children pavilion 07:00 AM - 10:00 PM
- Children outdoor play area 08:00 AM - 08:00 PM
- Gym 06:00 AM - 10:00 PM
- Sauna and Changing rooms 06:00 AM - 10:00 PM
- Dog Park Seasonal timing
- BBQ area Seasonal timing



Through a series of core and seasonal activations and classes, Al Badia Living fosters a vibrant community environment where residents can connect, live, work, and entertain.

### **Children**

We offer a variety of group classes for both adults and children, available as a mix of paid and complimentary sessions. Our core classes, which run weekly throughout the year, are part of our regular program. In addition to these, we provide rotational classes that are scheduled on a monthly basis and updated each month.

Please subscribe for our email notification by registering your details with our concierge desk or the fitness centre.

### **Personal Fitness Trainers**

We offer bespoke personal training for Al Badia Living residents at a discounted market rate.

Please contact our fitness manager for booking a class or a package of ten classes with the following rates:

- One class: AED 80
- 10 classes package: AED 600

Sessions can be booked by visiting our fitness centre.

For clarification, please contact the Al Badia Living Fitness Manager by emailing [ABL.Fitness@alfuttaim.com](mailto:ABL.Fitness@alfuttaim.com)

## Social & Community Events

We are excited to offer a variety of social and community events designed for families, adults, and children. Our events will cover social, personal development, educational, and networking activities, along with community-focused family gatherings. Planned events include workshops, community barbeques, meet-your-neighbor coffee mornings, healthy living seminars, and pet-friendly activities.

To stay informed, please register your details with our concierge desk to receive email notifications and updates.





### **Seasonal Events**

We invite our residents to participate in a range of international and local celebrations, including Halloween, National Day, New Year's celebrations, and Dubai Fitness Challenge.

### **Children's Events**

For our younger residents, we are organizing a variety of community activities designed to both educate and entertain. Upcoming events include movie nights, art workshops, talent show competitions, and community sports activities.

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# Community Promotions

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# 08

## Community Promotions

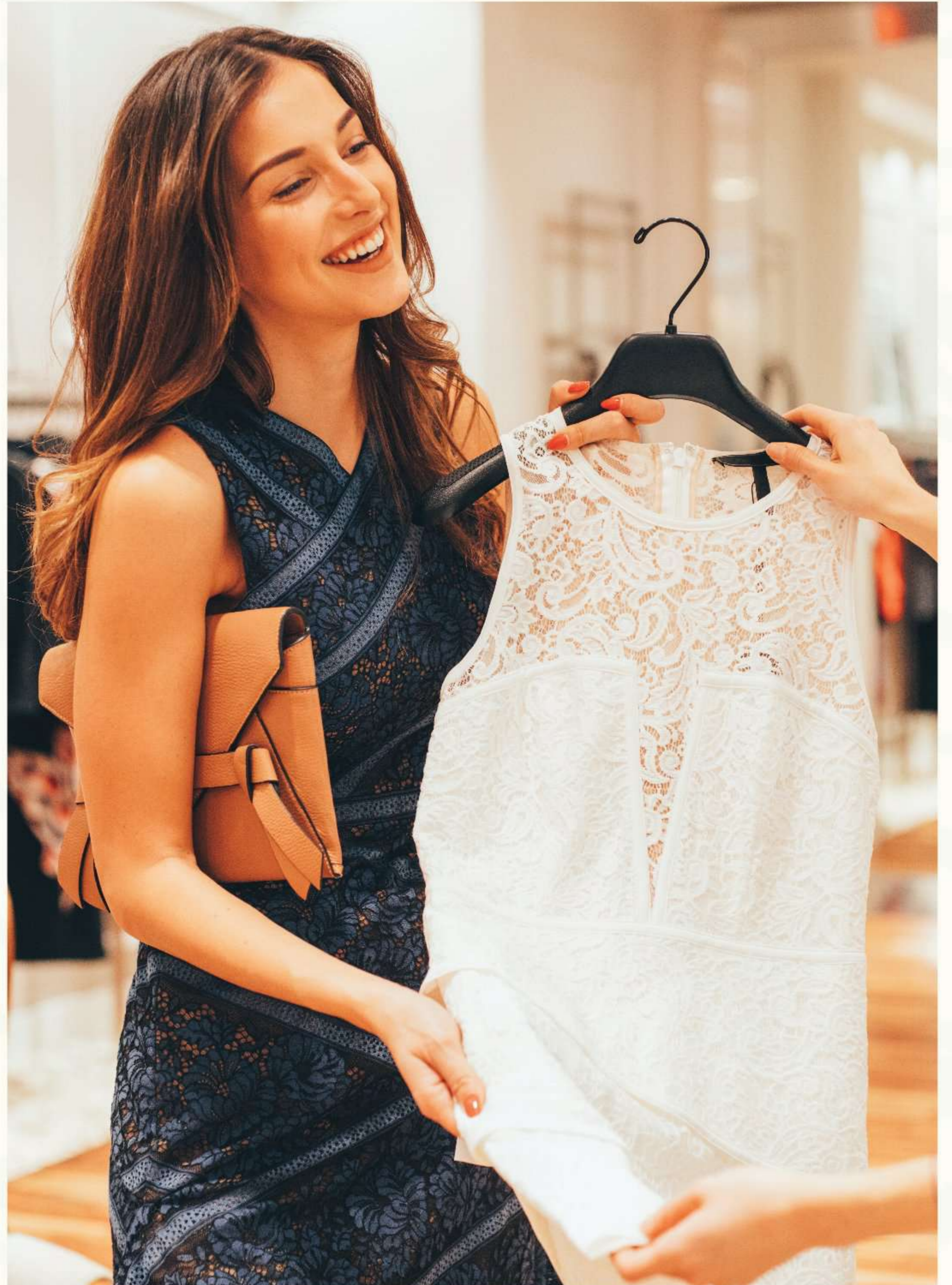
Al Badia Living residents have access to exclusive discounts and services from the Al-Futtaim Group through Blue rewards app, including but not limited to:

- Discounts at IKEA
- Discounts at ACE
- Car rental services from Hertz, with vehicles delivered to Al Badia Living Community upon simple request through the concierge.

Please ensure that you download the Blue Rewards Application.

## School Placement

Al Badia Living residents are eligible for direct placement at Deira International School and Universal American School, subject to availability. If seats are not available, residents, who meet the admissions criteria, receive priority placement for all year groups in September 2025.





### **Welcome to Blue FAB Credit Cards from Al-Futtaim**

- Blue FAB Credit Cards from Al-Futtaim | FAB UAE (bankfab.com).
- Earn cashback and rewards across your Al-Futtaim shopping.
- Get Ready for more Al-Futtaim deals and exclusive offers.

### **Sign up for a new Blue FAB Credit Card today and get amazing cashback and Blue gift vouchers**

- Get up to AED 1,500 cashback with a Blue FAB Infinite Card including AED 1,000 cashback in the form of Al-Futtaim FAB Rewards (based on a spend of AED 50,000 in the first 4 months of card issuance) and a Blue gift voucher worth AED 500.
- Get up to AED 1,000 cashback with a Blue FAB Signature Card including AED 750 cashback in the form of Al-Futtaim FAB Rewards (based on a spend of AED 24,000 in the first 4 months of card issuance) and a Blue gift voucher worth AED 250.
- Get up to AED 650 cashback with a Blue FAB Platinum Card including AED 500 cashback in the form of Al-Futtaim FAB Rewards (based on a spend of AED 20,000 in the first 4 months of card issuance) and a Blue gift voucher worth AED 150.

### **Earn Al-Futtaim FAB Rewards on all your spending.**

- Earn 5% cashback in Al-Futtaim FAB Rewards for every 1 AED spent at Al-Futtaim stores.
- Get 0% Easy Payment Plans on your Al-Futtaim shopping with your Blue FAB Credit Card.
- Transfer your outstanding credit balance from another bank's credit card to your blue FAB Credit Card and pay it off in instalments with 0% interest.

## Exclusive Residential Offer on Blue Rewards App!

As a valued resident of Al Badia Living, you can now enjoy exclusive Offer discounts across 35+ top brands through the Blue Rewards App. You can now empty your shopping carts with amazing discounts on brands like Ted Baker, Maje, Sandro, and more. Pamper yourself with premium services at Tips and Toes and don't forget to relish dining at your favorite spots such as Hard Rock Cafe, Al-Fanar, and more.

Once you have the app, you'll find an exclusive section just for residents, prominently visible on the homepage.

Don't miss out on this opportunity to indulge in the best that Dubai Festival City has to offer. Treat yourself and your loved ones to a fantastic shopping and dining experience today!

Follow the below steps to start enjoying these fantastic benefits



### STEP 1

Scan the qr code



### STEP 2

Link your residential contract



### STEP 3

Download Blue Rewards App



### STEP 4

Enjoy the offers under residential offer section

## Enjoy additional bundle offer packages at Ace & IKEA.

Contact concierge desk for more information.



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# Community Rules

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# 09

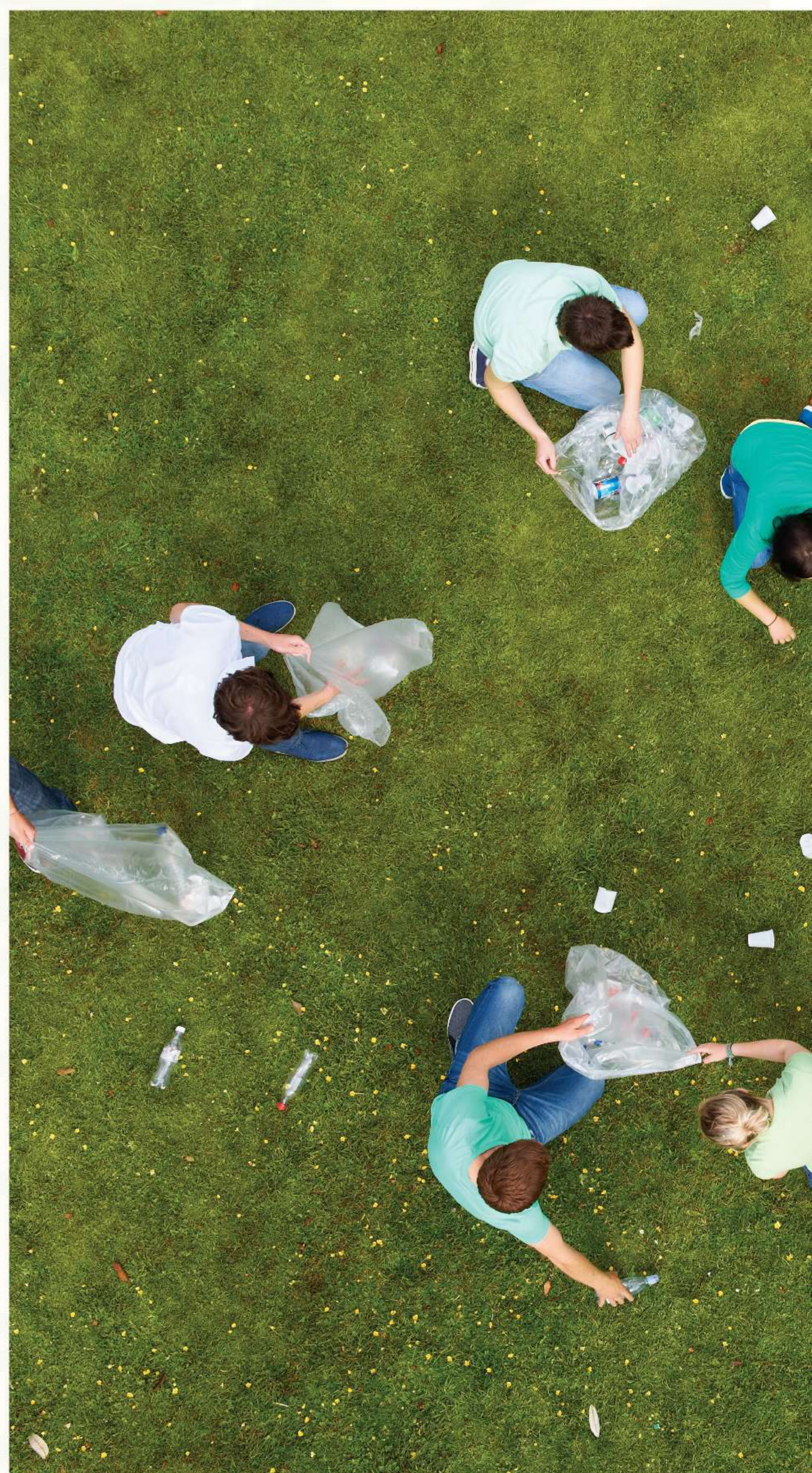
## Security Awareness

Residents should always stay vigilant and report any unusual or suspicious activity, as well as unattended packages, to the Concierge Desk immediately.

All visitors must check in and out of the building, presenting a photographic ID for verification

## Common Area Rules

- Respect and courtesy should be shown to all residents, guests, and staff at all times.
- Noise levels must be kept to a minimum to ensure a peaceful environment for everyone.
- Keep all common areas clean and free of litter.
- Dispose of trash in designated receptacles and recycle appropriately.
- Use all amenities and facilities as intended and follow posted guidelines and schedules.
- Reserve shared spaces in advance, if required, and respect the time limits.
- Pets must be kept on a leash in common areas and under control at all times.
- Clean up after your pets and dispose of waste properly.
- Smoking is prohibited in all indoor common areas.
- Use designated outdoor smoking areas and dispose of cigarette butts properly.
- Obtain prior approval for any events or gatherings in common areas.





- Ensure that your activities do not disturb other residents.
- Do not leave personal belongings unattended in common areas.
- Do not store or keep any items in the corridors, lift lobbies or other common areas (including the area immediately surrounding the entrance or front door) on a temporary or permanent basis.
- Any items including decorative objects, plants, footwears and shoe racks left in the corridors or other common areas will be immediately disposed of at the discretion of the Al Badia Living Management.
- Water bottles left the corridor overnight will be disposed off at the discretion of the Al Badia Living Management.
- The community management is not responsible for lost or stolen items.
- Adhere to all posted rules and regulations.
- Non-compliance may result in penalties or restricted access to common areas.

### **Leased Spaces**

- Keep your leased space clean and in good condition, including internal window areas and balconies.
- Promptly report any maintenance issues or damages to the Al Badia Living Management.
- Dispose of trash and recycling in the designated areas
- Sub-letting is not permitted. If you suspect any of our premises are being subleased or used to carry out illegal or immoral activities, please notify our Concierge team immediately.
- Please do not tamper with any safety equipments (Sprinklers, Fire & Smoke Detectors, Meters and Distribution boards)

## CAR PARKING

- Residents should park their vehicles only in their allocated parking spaces.
- Visitors should park in the designated bays or in the roadside bays outside the community.
- Vehicles should not be left running for extended periods of time when in the car park.
- No dune buggies, watercraft, trailers, golf carts, commercial trucks, recreational vehicles, mobile homes, motor homes, vans, campervans, and inoperative vehicles are permitted to be parked in the community car park.
- Vehicles must not be parked in spaces designated for people of determination without a valid permit issued by the concerned authority and the authorization of Al Badia Living Management.
- Parked vehicles must not obstruct any entrances, exits, or access routes.
- The Al Badia Living Management is not liable for any damages, theft, or loss of vehicles or personal belongings, or personal injury occurring in the car park.
- No littering within the parking areas.
- Please use designated bins.
- No smoking within the parking areas.
- Parking spaces should not be used for storage.
- No materials or objects may be kept within the parking areas.
- Bicycles should be parked and secured within the designated bicycle racks.
- Please make sure that your vehicle is regularly maintained and free from leaks to avoid damaging the community/ car park floors.
- Children and pets should not be left unattended in vehicles.
- Electric vehicle (EV) parking spaces with chargers are strictly for EVs and may be used for a limited time only to enable other EVs to recharge.
- Breach of the Community Car Park Rules can result in violation notices and fines being issued in the instance of repeated or serious incidents.

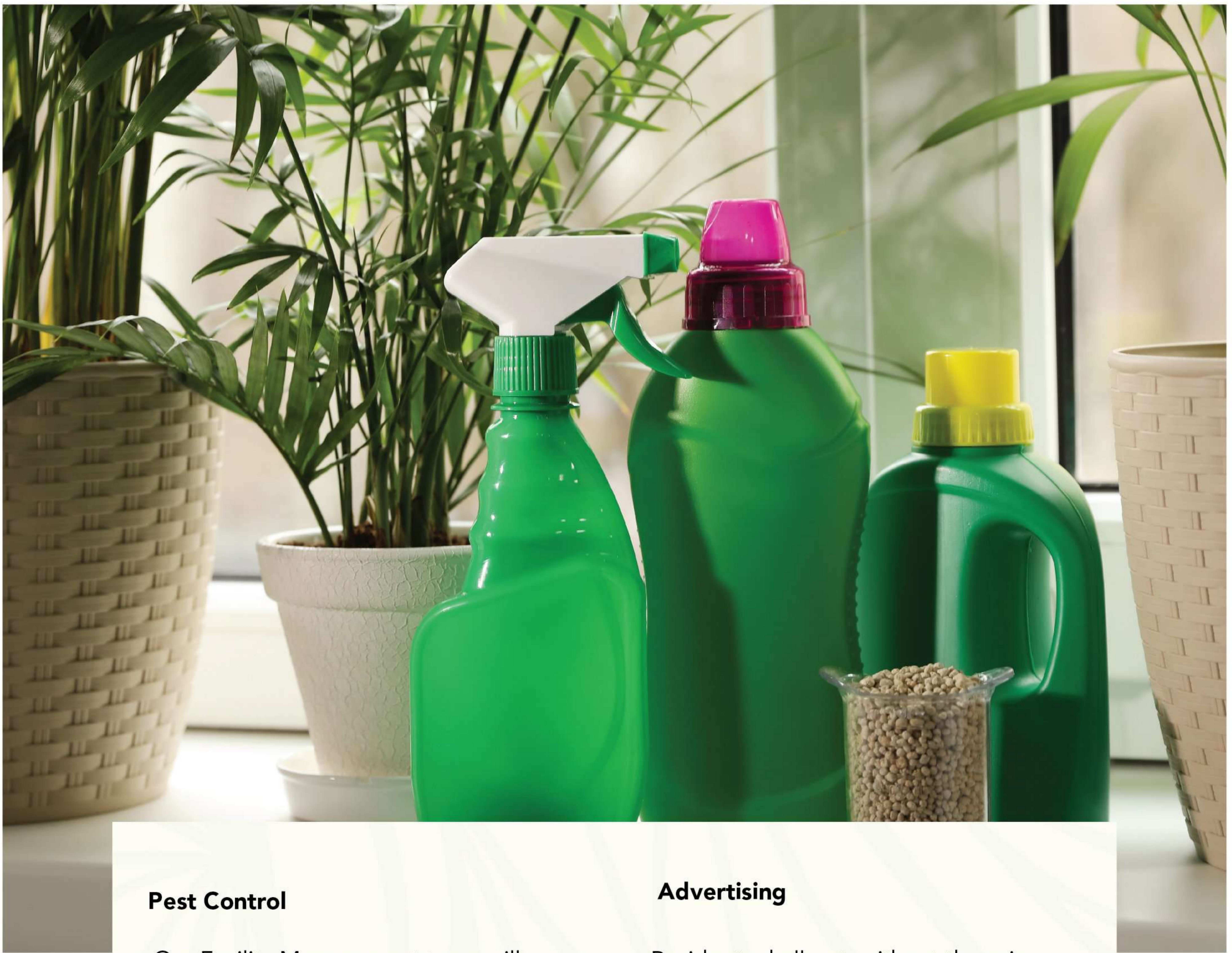
Violations of the parking rules will be reported to the relevant authorities at the discretion of the landlord.

## FEEDING CATS AND BIRDS

Feeding the stray cats and birds inside the building and common areas of the property is strictly prohibited.

## LANDSCAPING

Al Badia Living Management will be responsible for maintaining the landscaping in the community's common areas. Residents must not misuse these areas in any way. Removal of plants, trees or flowers in the common areas is not permitted.



### **Pest Control**

Our Facility Management team will provide a full and comprehensive Pest Control cover for the common areas periodically. Residents are responsible to carry out pest control in their apartments periodically to ensure the premises are pest free. If complaints are received about a pest infestation in any leased premises, Al Badia Living Management will inform the necessary actions to address the issue. Should the Resident fail to take the required steps, the Al Badia Living Management reserves the right to conduct pest control treatments within the leased space.

The cost of these treatments will be charged to the Resident. This measure will be considered a last resort to ensure the highest standards of health and safety for all residents and occupants.

### **Advertising**

Residents shall not, without the prior approval of the Al Badia Living Management, deliver merchandise or solicit business anywhere merchandise or solicit business anywhere within the Community nor distribute pamphlets or other advertising materials on motor vehicles within the Community, nor leave any merchandise or advertising materials on or within the Community at any time.

### Insurance

Residents shall take out insurance for the full replacement cost of all insurable contents in their apartment. Al Badia Living Management is not liable for the loss or damage of any of the leased property.

### Smoking

Smoking is only permitted in designated areas within the Community.

### Building Access Cards & Key Policy

Proximity access cards are provided for the building entrance, podium access, gym, fitness studio, swimming pools, adults & kids pavilions facilities along with keys to the apartment.

Keys will be issued only to the resident; third parties will not be provided with keys. The Resident remains responsible for access to the leased premises.

It is not permitted to replace the leased apartment keys. In case of lost, misplaced or forgotten keys, the resident is requested to report it to the Al Badia Living Management Office, along with an explanatory statement. The management will arrange the locks/keys replacement at the resident's expense.

Access cards will be provided based on the following allocation:

Apartment Type	Number of Access Cards Issued
1BR	2
2BR	2
3BR	3
4BR	4

Additional access cards can be provided upon request of the resident. Additional or replacement of lost access cards with a fee of AED 200 each.

### Curtains and Blinds

The management office provides a handyman service for curtain and blinds installations. Please contact our concierge team for booking assistance.

In case the resident chooses an external service provider, the service provider details are required to be submitted to obtain Al Badia Living management pre-screening and approval. Upon approval, the management team will brief the supplier on the proper curtain installation method.

Penalties may be imposed for any violations.



## Noise, Disturbance and Behavior

- Please avoid engaging in disruptive, loud, or harmful activities anywhere in the community. Do not undertake any actions within the community, including in your rented premises, that could become an annoyance or nuisance to other residents.
- This includes, but is not limited to, noise, odors, smoke and other emitted substances, vibrations, obstruction of views, and any other activity that may interfere with the residents peaceful enjoyment of their apartment.
- Offensive noises include those caused by pets, televisions, stereos, musical instruments, revving car engines, motorcycles, and car stereos. Noise will be considered too loud if it can be heard by an adjacent neighbor while they are inside their home with windows and doors closed. Residents who notice such disturbances should report them to the concierge desk. Repeated complaints will result in the issuance of a violation notice and may involve local authorities.



## BALCONY USAGE

For the safety of all residents and to maintain a clean and well-kept building appearance, residents are requested to adhere to the following guidelines:

- Do not lean over, climb, or sit on balcony railings. Ensure that children and pets are supervised at all times on the balcony.
- Do not store personal belongings, tools, or equipment on the balcony that could pose safety risks or create unsightly views.
- No items should be kept on the balcony if they exceed the balcony rail height
- Do not hang laundry, towels, or other items over the balcony railing.
- Do not barbeque, use open flames, grills, or cookers on the balcony.
- It is not permitted to cover the balcony
- It is strictly forbidden to throw any items, such as cigarette butts.
- Use appropriate containers and ensure that plants do not obstruct or damage balcony railings or other structures.
- Avoid excessive watering that could cause water to spill onto lower balconies

## PETS

Animals not considered to be a domestic household pet shall not be brought into or kept within the Community. Domestic dogs, cats, birds, fish, small rodents and reptiles may be kept as household pets provided that they are not kept, bred or raised for commercial purposes.

## MODIFICATIONS ALTERATIONS AND IMPROVEMENTS

Al Badia Living Management does not allow any modifications to leased premises. Penalties may be imposed for any violators



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# Lost and Found

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# 10

- Residents are advised to contact the Community Management Office or the concierge and promptly report of their lost item.
- They will be required to provide a detailed description of the item, including any identifying marks or features.
- If the residents find an item, they are required to bring it to the Community Management Office or the concierge and provide information on where and when the item was found.
- Found items will be stored securely by the Community Management Office.
- Perishable items will be disposed of if not claimed within 24 hours, while other items will be kept for a maximum of 30 days
- Items unclaimed after 30 days will be disposed of or donated to charity, depending on the nature of the item.
- The details of lost and found items will be kept confidential to protect residents' privacy.



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# Emergency *Procedures and* Safety Measures

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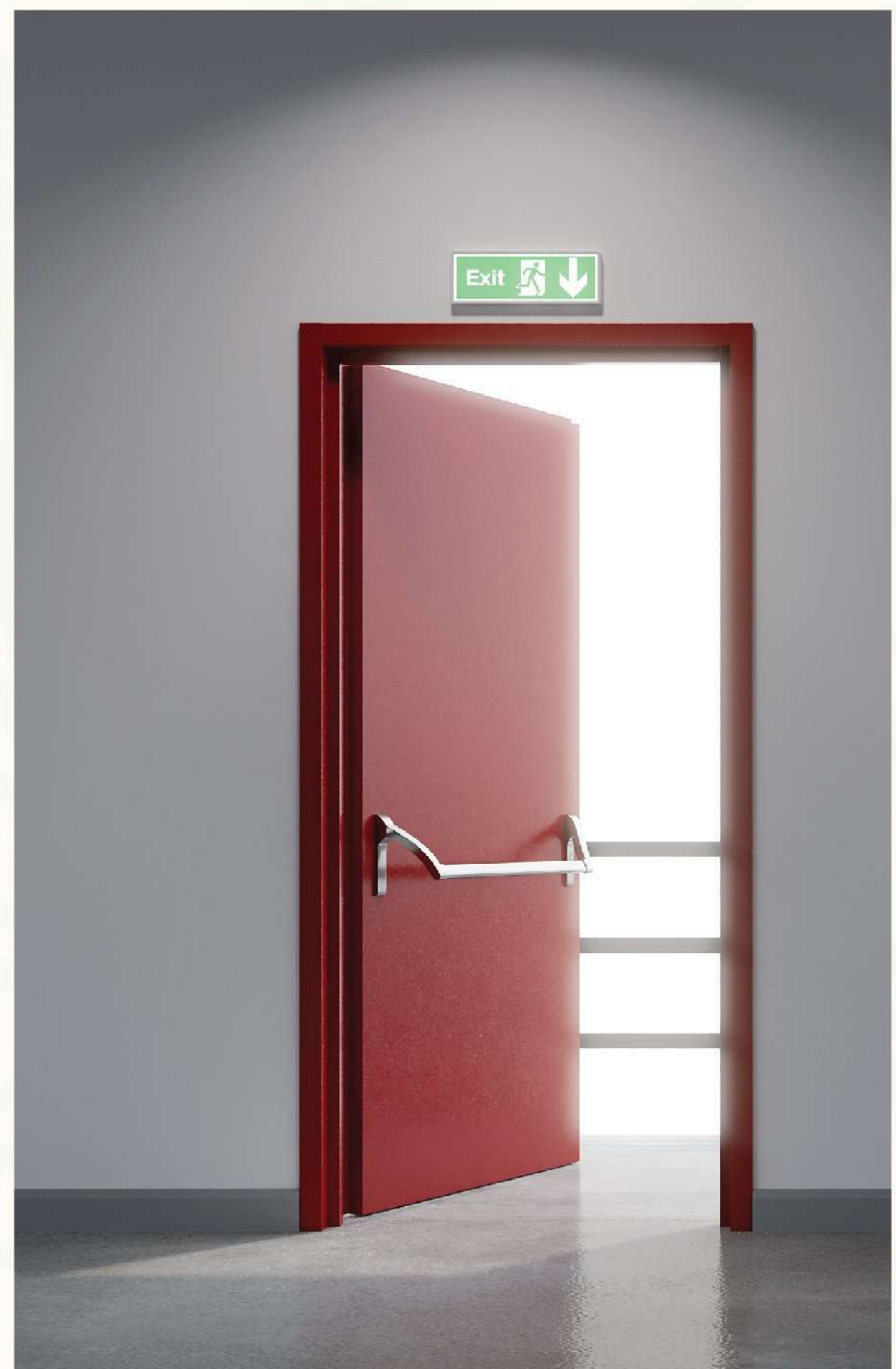
# 11

Each leased apartment is provided with a fire extinguisher kept in the kitchen in the cabinet under the sink. In case of fire, the fire alarm panel will activate the pressurization fans in the staircases which will supply fresh air, and build up the pressure to a pre-setting value to prevent smoke from entering the stairs, and assure safe exit

All residents with Special Needs must be registered with the concierge and security. In the event of a fire or power loss, the elevator system will automatically be grounded.

Residents must advise the concierge and security if any users of the building have movement disabilities and notify any change in status.

Residents are responsible for ensuring that all visitors are made aware of the emergency procedures and understand the evacuation plan.



In the event of a fire or any other emergency, and if evacuation is required or ordered, please follow the guidelines set below:

- Break the nearest fire alarm break glass unit and push the button to activate the alarm.
  - Inform the Concierge Desk.
  - Inform all persons in the immediate area of danger.
  - Proceed to the nearest emergency exit
  - Do not use the elevators
  - Keep to the right in hallways and stairways and use the handrails
  - Do not run when evacuating
  - Move quickly and quietly so that emergency instructions are audible
  - Once outside, move away from the building, proceed to the designated evacuation assembly area, and wait there until further instruction
  - Conduct a headcount to account for all family members, co-workers and your visitors who were present when the building was evacuated.
- Immediately report the name, last known location and contact number (if available) of any missing person to the onsite security or Civil Defence personnel.
  - Remain in the evacuation assembly area until released by authorised personnel, and do not re-enter the building until advised to do so
  - Maintain access for emergency vehicles
  - Do not attempt to remove your motor vehicle.
  - Emergency evacuation plans will be displayed on each floor. Please familiarise yourself with these plans so you can follow any official directions to evacuate the building

The Resident must maintain the fire integrity of the building by:

- Keeping the emergency escape routes clear
- Keeping the fire doors closed
- Ensuring that no modifications are made to heat or smoke detectors, call points, sprinklers, public address speakers.
- Residents are requested to advise the building building concierge, security personnel, or the management call center, if they observe any obstruction to any designated emergency exit route.



## Fire Prevention

### Wires & Appliances

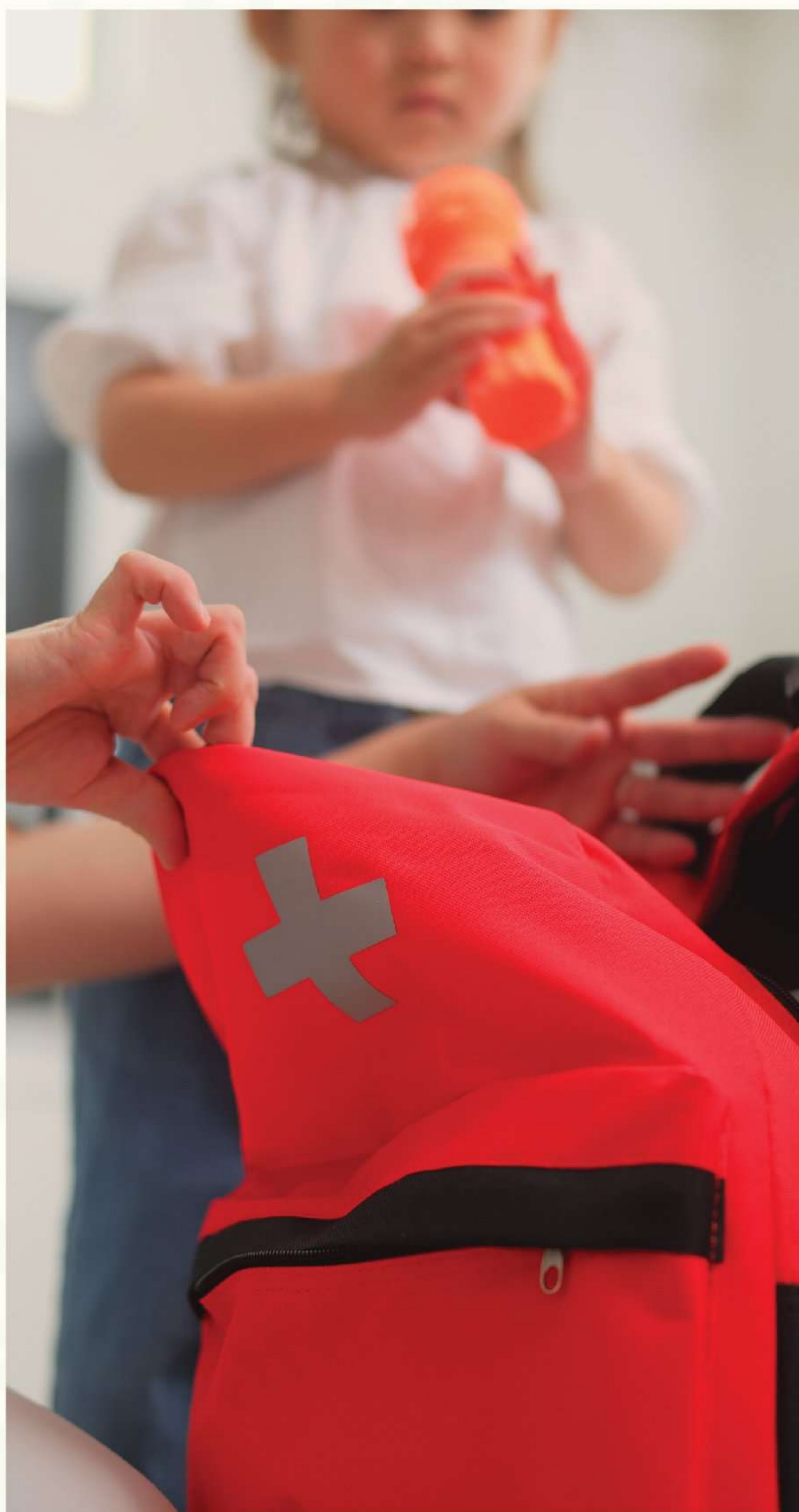
- Never overload a socket. The use of 2 or more adaptors or extensions per socket is a potential fire hazard.
- Do not use appliances that have a worn or frayed power cord.
- Do not exceed the wattage restrictions on appliances and lamps.
- Check periodically for loose wall holders, wires or lighting fixtures. Sparking means that you have waited too long.
- Allow air space around the tv, radio, stereo sets and powerful lamps to prevent overheating.



### Kitchen

- Gas cylinders are strictly prohibited in the premises.
- Never leave cooking unattended.
- Do not exceed the wattage restrictions on appliances.
- It is recommended to have a fire extinguisher and a fire blanket in the kitchen. Keep the fire extinguisher 10 feet away from the stove on the exit side of the kitchen. Use either foam-filled or carbon dioxide fire extinguishers in the kitchen, never water filled extinguishers.
- Never pour water on a grease fire. Instead, turn off the stove and cover the pan with a lid or damp cloth, or close the oven door.





### **Smoking**

- Use large, deep ashtrays and empty them frequently.
- Never dump an ashtray into the trash without wetting the butts and ashes first.
- Keep lighters and matches out of the reach of children.
- Smoking is strictly prohibited inside the leased area.

### **Evacuation Plan**

- Emergency evacuation plans will be displayed on each floor. Please familiarise yourself with these plans so you can follow any official directions to evacuate the building.
- Compulsory Fire Briefings/Drills will be held periodically for all Building Occupants. Resident involvements are expected.

### **Evacuation Procedures**

- Evacuation in Al Badia Living may be necessary in case of emergencies and for several reasons. In the event of an evacuation, please ensure that leased spaces, stores, offices, restroom and common areas are clear of people.
- Assist visitors to the nearest emergency exit.
- Leave the premises using all emergency exits. At no time endanger personal safety. Do not run. Do not use elevators/escalators.

## Emergency Home Safety Tips

- Always store household chemicals like cleaning products, paint and pesticides properly and keep them out of reach of children.
- Maintain your smoke detector ensuring it's in good working condition.
- Keep emergency exits clear.
- Don't keep objects such as bikes, newspapers or boxes in front of your alternate emergency exit.
- Any carpet on the stairs needs to be securely fastened. Also, stairs should be clutter free.

## Home Safety Tips

- Stay calm, do not attempt to open the doors or get out of the lift.
- Press the Emergency Button which will sound an alarm alerting security and Dubai Civil Defense.
- Security team will attend the scene immediately.



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# Suggestions and Recommendations

# 12



Residents are encouraged to submit suggestions and recommendations to help improve our community.

Submissions can be made through the Community Management Office or concierge desk, via email, or in person.

Suggestions and recommendations should be constructive, respectful, and relevant to the community.

Please provide detailed information to help us understand and consider your input effectively.

We welcome ongoing feedback on implemented suggestions and recommendations to ensure they meet the community's needs and expectations.

## 1. About Al Badia Living:

### Q1.1: What is Al Badia Living?

A1.1: Al Badia Living is a premium residential development by Al Futtaim Real Estate, located in Dubai Festival City. Embedded in a vibrant community setting, it offers resort-style living with a curated selection of premium 1, 2, 3, and 4-bedroom apartments.

### Q1.2: Where is Al Badia Living located?

A1.1: Al Badia Living is located within Dubai Festival City, just a 10-minute drive from Downtown and Dubai Airport. It offers views of the iconic Dubai skyline and is within minutes away from Dubai Festival City Mall and adjacent international schools.

### Q1.3: Who is the developer behind Al Badia Living?

A1.1: Al Badia Living is developed and managed by Al-Futtaim Real Estate part of the Al-Futtaim Group. Known for its customer-centric approach, the group is behind renowned developments such as Marsa Plaza, Al Badia Residences and Al Badia Hillside

## 2. Apartment Details:

### Q2.1: What types of apartments are available at Al Badia Living?

A2.1: Al Badia Living offers a variety of premium apartments, including:

- 1-bedroom apartments (Approx. [721 -1,184] sq. ft.)
- 2-bedroom apartments (Approx. [1,195 -2,659] sq. ft.), and Maid's rooms in selected 2 beds.
- 3-bedroom apartments (Approx. [2,077 -3,315] sq. ft.), and Maid's room.
- 4-bedroom apartments (Approx. [3,531 -8,234] sq. ft.) and Maid's room.

### Q2.2: What are the key features of the apartments?

A2.2: Apartments at Al Badia Living features:

- Spacious layouts with modern open-plan designs
- High-quality finishes and fixtures
- Floor-to-ceiling windows offering panoramic views
- Private balconies or terraces in selected units
- Maid's Room in selected units

**Q2.3: How many people can share an apartment at Al Badia Living?**

A2.3: The number of occupants allowed in an apartment at Al Badia Living depends on the apartment size and configuration. Generally, a 1-bedroom apartment accommodates up to 2 adults and 1 child.

**Q2.4: Are the apartments furnished?**

A2.4: Apartments at Al Badia Living are offered as unfurnished residences, allowing residents the flexibility to personalize their living spaces. Additionally, Al-Futtaim Real Estate will provide exclusive discounts for tenants at IKEA, ACE, and other affiliates to help them furnish their apartments to their own taste.

**3. Amenities and Facilities:**

**Q3.1: What premium amenities are available at Al Badia Living?**

A3.1: Residents of Al Badia Living enjoy exclusive access to:

- 24/7 Concierge service and security
- Private lap pool with sun deck
- Plunge pool with poolside F&B, all-day dining, and in-residence dining
- Fully equipped fitness center with state-of-the-art equipment and personal trainers
- Sauna with changing rooms for both males and females
- Indoor and outdoor children's play areas
- Landscaped gardens and outdoor recreational areas
- Dedicated BBQ areas
- Dog park
- On-site retail offerings – salon, spa, café, grocery & pharmacy

Tenants will have access to exclusive discounts and services from the Al-Futtaim Group through Blue rewards app, including but not limited to:

- Discounts at IKEA
- Discounts at ACE
- Car rental services from Hertz, with vehicles delivered to Al Badia Living upon simple request through the concierge

**Q3.2: Is secure parking available for residents?**

A3.2: Yes, Al Badia Living offers secure parking facilities with designated parking spaces for residents and visitors:

1. 1 slot for 1 & 2-bedroom apartments
2. 2 slots for 3 & 4-bedroom apartments

Al Badia Living also offers EV parking slots, bike parking racks and storage areas for selected units

**Q3.3: Is there Wi-Fi available?**

A3.3: Residents can arrange for their preferred internet service provider for Wi-Fi connectivity. However, Al-Futtaim Real Estate provides Wi-Fi to ensure seamless connectivity at the poolside and various building amenities.

**Q3.4: Do you have any co-working areas?**

A3.4: Residents may utilise their apartments or communal areas for remote work. Wi-Fi is available in the lobbies and 1st-floor facilities, allowing residents to work from the residents' lounge, poolside dining, and the cafe on the ground floor.

**Q3.5: Do you offer cleaning services, room service and child day care services?**

A3.5: Yes, services are available at additional charges, Services can be booked by calling the concierge service at the Al Badia Living reception.

**Q3.6: What kind of events do you have for residents?**

A3.6: We offer multiple types of events tailored for the community at Al Badia Living—some designed for family members and other specifically for children. For example, we plan to have community BBQs, -meet-your-neighbor coffee mornings, toddler classes for children, etc.

**Q3.8: Do we get a special preference for the Al-Futtaim Schools?**

A3.8: Yes, residents are eligible for direct placement at Deira International School and Universal American School subject to availability. If seats are not available, residents, who meet the admissions criteria, receive priority placement for all year groups in September 2025.

#### **4. Lease and Rental Information:**

**Q4.1: What are the lease terms offered at Al Badia Living?**

A4.1: Please call 800332 to get in touch with our leasing team, so they can provide all the essential information.

**Q4.2: How is the rent paid?**

A4.2: Rent payments can be made through bank transfers, post-dated cheques, or other accepted payment methods as per the lease agreement. You can discuss the payment methods in more details with the leasing agents.

**Q4.3: How many cheques are accepted for rent payments?**

A4.3: Rent payments at Al Badia Living can be made in multiple cheques (up to four), subject to approval and lease agreement terms.

**Q4.4: What is the deposit amount required?**

A4.4: The deposit amount required is typically 5% of the annual rent.

**Q4.5: When can residents move in after signing the lease?**

A4.5: Residents can usually move in immediately after completing the lease agreement formalities and making the required payments. Allow 5 days to ensure unit readiness.

**Q4.6: Is subletting allowed at Al Badia Living?**

A4.6: Subletting of apartments at Al Badia Living is not permitted. Residents are required to adhere to the lease agreement terms regarding occupancy and use of the premises.

## 5. Community and Surroundings:

**Q5.1: Is there a supermarket or grocery store nearby?**

A5.1: Yes, a grocery store is available at the Ground Floor of Al Badia Living. Additionally, Dubai Festival City offers a range of supermarkets within walking distance to Al Badia Living.

**Q5.2: Are pets allowed in Al Badia Living?**

A5.2: Al Badia Living loves pets and even has a dedicated Dog Park for your furry friends to enjoy. Pets are allowed in all units subject to adhering to Al Badia Living's pet policy. please check with our Community team for specific pet.

**Q5.3: Are there any on-site storage facilities available?**

A5.3: Al Badia Living offers storage facilities, but only for a limited number of units.

## 6. Application and Move-in Process:

**Q6.1: What do I need to move in?**

A6.2: To move into Al Badia Living, residents are required to provide:

- Valid Emirates ID or passport
- Security deposit
- First rental installment
- Completed lease agreement and documentation as per requirements.
- Move-in permit and move-in security cheque deposit

**Q6.2: What if I don't have a Dubai visa yet?**

A6.2: If a lease is in an individual's name a visa is mandatory. Only if a corporate lease can the occupant be considered.

## 7. Miscellaneous Questions:

**Q7.1: Am I responsible for apartment maintenance?**

A7.1: Yes, residents are responsible for the general maintenance and upkeep of their apartments. However, our property management team is available to assist with maintenance requests when needed.

**Q7.2: Can I work from the building?**

A7.2: Al Badia Living residents may utilize their apartments or communal areas for remote work. WiFi is available in the lobbies and 1st-floor facilities, allowing you to work from the resident lounge, the F&B offering at the poolside, and the café on the ground floor.

**Q7.3: Can I get an Ejari certificate?**

A7.3: Yes, residents can obtain an Ejari certificate for their leased apartment at Al Badia Living.

**Q7.4: Do we get any discount at Al-Futtaim Malls?**

A7.4: Yes, we offer exclusive offers from selected brands for Al Badia Living residents, which can be availed using the Blue Rewards app.

**Q7.5: Is there a district cooling? And how much?**

A7.5: Yes, there is a district cooling charges, the bills aren't fixed, its calculated based on consumption.



# ALBADIA LIVING

DUBAI FESTIVAL CITY

**800 332**



**Al-Futtaim real estate**