



BEREAVEMENT GUIDE FOR DUBAI AND THE NORTHERN EMIRATES

British Embassy Dubai

Information on deaths in the Northern Emirates

The death of a relative or friend is always distressing. But if it happens abroad the distress can be made worse by practical problems. These guidance notes will inform you of the procedures that have to be followed when the death of a British or unrepresented Commonwealth Citizen occurs locally. Please understand that the official procedures here are different from those in the United Kingdom. Please ask us if you would like to discuss further what to expect. You will be seen privately and your questions will be dealt with in confidence.

If the death occurred in one of the other Northern Emirates, please contact the Consular Section and we can offer you guidance on an individual case basis.

If the deceased was a Commonwealth Citizen the nearest Consulate of their country must be informed. We can assist with this. If repatriation is required to a country other than the UK, we can also establish if there are any special regulations relative to the country in question.

Please note:

If the death occurred outside of usual working hours, please contact the Embassy on the number 04 – 309 4444, or call the offices when they open at 08.00 on the next working day. All Government Offices are closed on Friday and Saturday and during local bank holidays. They do not offer an emergency service.

Once the next-of-kin have decided how they wish to proceed, there are certain local procedures to be followed. The deceased's employer will usually take the actions necessary to comply with these procedures. If the deceased was here on a temporary basis, it is usual for their travel insurance company to do so. In most cases they appoint a local Agent to act on their behalf.

If you require the deceased to be buried or cremated in Dubai and they passed away in a different Emirate, transportation of remains between the Emirates may be restricted. All of the Embassy charges must be paid in Dirhams.

Summary of procedures: Sharjah

- 1) Obtain Death notification form hospital.
- 2) Obtain Death registration letter from Police Station. If the death was by accident, the Prosecutor may delay this procedure (authority from the Prosecution will not be obtained on Fridays, Saturdays or bank holidays)

Obtain Death Certificate from Department of Preventative Medicine, 06 – 566 2111,(Nr Gold Souk)

- 3) Obtain Ministry of Foreign Affairs stamp and signature, 06 – 574 4499

This information is provided by the British Embassy for the convenience of enquirers, but neither HMG nor any official of the Embassy take any responsibility for the accuracy of the advice given, or any change to local procedures

Updated: February 2015

Page **1** of **7**



BEREAVEMENT GUIDE FOR DUBAI AND THE NORTHERN EMIRATES

British Embassy Dubai

- 4) Go to the British Embassy in Dubai on Al Seef Road, Bur Dubai creek side, with the local death certificate and the original passport, power of attorney or authorisation of the next of kin:
 - a. The original British passport will be cancelled and returned to you.
 - b. No objection letter for cremation/ burial/ repatriation will be issued.
 - c. There is no requirement for a consular death registration to be done for any death that has occurred overseas. The original death certificate issued by the authorities in the country in which the death took place, along with a notarised translation if necessary, is sufficient for all purposes in the UK. However, by doing so, you can get a UK-style death registration document, and a permanent copy of it will always be available in English from the General Register Office in the UK. It can also be used for reasons of Probate. Registration can be done through the Overseas Registration Unit in the UK. Full details of how to do so are available at <https://www.gov.uk/register-a-death>.
- 5) Proceed to Immigration, 06 – 572 6777 to cancel visa/entry stamp (Opposite Mega Mall). Take the original local death certificate, No Objection Letter from the British Embassy and original cancelled passport to Immigration.
- 6) Return to Police Station to obtain three letters of no objection. The police will provide you with three copies of their own letter of 'no objection' addressed to:

Burial:

1. Cemetery
2. Mortuary
3. Municipality

Cremation:

1. Crematorium
2. Mortuary
3. Municipality

Repatriation:

1. Airport Police
2. Embalming Facility
3. Mortuary

- 7) If the deceased is to be transported from Sharjah to Dubai the police will have to give you a fourth letter giving their permission for transportation to occur.
- 8) If Burial or Cremation is to occur locally, procedures will stop here and you will have to liaise directly with the Cemetery or Crematorium.
- 9) If Repatriation is to occur, continue with the following procedures

This information is provided by the British Embassy for the convenience of enquirers, but neither HMG nor any official of the Embassy take any responsibility for the accuracy of the advice given, or any change to local procedures

Updated: February 2015



BEREAVEMENT GUIDE FOR DUBAI AND THE NORTHERN EMIRATES

British Embassy Dubai

- 10) Contact the Embalming centre for embalming
- 11) Return to Hospital Mortuary. Arrange transportation to Embalming Facility
- 12) Attend Embalming Facility, pay for embalming, select casket and identify deceased. The following documents, plus seven photocopies, should accompany the casket:
 - i) Local death certificate with English translation, if appropriate.
 - ii) Embalming certificate.
 - iii) Police letter of No Objection to the remains leaving the country.
 - iv) No Objection Letter from British Embassy.
 - v) Cancelled passport containing cancelled visa/entry stamp.
- 13) If the remains are not accompanied on the same flight as the next-of-kin arrangements must be made for the remains to be collected at the airport of arrival in the United Kingdom. Details of the Undertakers will be required by DNATA before departure (Cargo section 04 218 4218). The Undertaker should be asked to confirm his acceptance by fax direct to DNATA. Most Undertakers will perform this service, but insurance companies usually appoint companies having global representatives.
- 14) Liaise with airline to arrange for transportation to the Airport – this usually happens a minimum of 5 hours before the flight.

If the deceased has insurance ensure you notify the insurance company immediately.

Have at least 7 photocopies of each document with you.

Burial, Cremation and Repatriation

Burial: Christians of various denominations need to contact their respective churches in that Emirate, who will signpost them. The procedure is the same for Pastoral support. Muslims will need to produce a burial permit issued by the Police Station to the burial ground in Sharjah, located next to the Cricket Stadium.

Cremation: Local cremation is also possible at:

Sharjah Crematorium. This facility is owned and managed by the Indian Association in Sharjah. Tel: 06-5610845 from 08:00 to 22:00 hours and 050-7866591 (Sree Hari) and open to all faiths. Mainly for use if death has occurred in Sharjah and the other Northern Emirates. This facility is used mainly for Hindu ceremonies and the décor and the manner of the cremation reflects this.

Sonapur Jebel Ali, Dubai. This facility is owned and managed by the Hindu community, who are kindly allowing other faiths to use it. This facility is used mainly for Hindu ceremonies and the décor and the manner of the cremation reflects this. Arrangements should be made through Regal Traders Dubai (04 888 0192). If you wish to make enquiries outside of these times, you can contact Mr Sunil (050 507 1640) (NB - not possible for children under 5). Additional paperwork may be required if death has occurred in Dubai and Abu Dhabi.

This information is provided by the British Embassy for the convenience of enquirers, but neither HMG nor any official of the Embassy take any responsibility for the accuracy of the advice given, or any change to local procedures

Updated: February 2015

Page 3 of 7



BEREAVEMENT GUIDE FOR DUBAI AND THE NORTHERN EMIRATES

British Embassy Dubai

However, special permissions are required if cremation/burial is to take place in an Emirate other than in which the death has occurred.

Repatriation: This is possible, but the deceased will have to be embalmed. This is an international requirement. International regulations require zinc-lined coffins to be used for repatriations and the dressing of the deceased is not normally allowed. A temporary shroud will be provided by the hospital and zinc-lined coffins can also be obtained for a fee.

Please note that someone will be required to identify the deceased before and after embalming. This can be the Agent/nominated representative.

Some Funeral Directors in the UK:

Co-Operative International, 221 Upper Richmond Rd Putney, London, SW15 6SQ, Telephone: +44 20 8788 5303, Fax +44 20 8788 2525, henley.wright@letsco-operate.com

Kenyon Air Transportation, 81 Westbourne Grove London W2 4UL Telephone: +44 20 7258 1130 Fax +44 20 7243 3125, katuk@dial.pipex.com

Phoenix International, 13 The Broadway Gunnersbury Lane London W3 8HR, Telephone: +44 20 8993 8767

Rowland Brothers International, 301-305 Whitehorse Rd Croydon CR0 2HR, Telephone: +44 20 8684 2324, Fax: +44 20 8684 8000, info@rowlandbrothersinternational.com

National Association of Funeral Directors, 618 Warwick Road Solihull B91 1AA, Telephone: +44 121 711 1343, Fax +44 121 711 1351, info@nafed.org.uk

TCS Worldwide Repatriation & Exhumation Service, Victoria House, 10 Woolwich Manor, Beckton London E6 5PA, Telephone UK: +447523566292, UAE: +97156612317, Email: cornelius@tcribb.co.uk

Personal belongings of the deceased:

The British Embassy cannot be responsible for collecting and/or returning any personal belongings of the deceased. Any personal belongings of the deceased can only be returned to the Next of Kin upon completion of police enquiries and all local procedures.

Personal belongings are usually transported to next of kin/families via local agents or commercial courier companies if the family does not travel to the UAE to collect the belongings themselves.

Most courier/shipping companies will transport household goods, clothing and similar property. We have been informed that the following courier companies will transport items of value.

UPS: Telephone: 800 4774

Fed Ex: Telephone: 800 4050

All monies have to be sent by wire transfer.

This information is provided by the British Embassy for the convenience of enquirers, but neither HMG nor any official of the Embassy take any responsibility for the accuracy of the advice given, or any change to local procedures

Updated: February 2015

Page 4 of 7



Foreign &
Commonwealth
Office

List of funeral directors in Dubai and the Northern Emirates

Prepared by British Embassy Abu Dhabi and Dubai

www.gov.uk

The following list of funeral directors has been prepared by the British Embassy Abu Dhabi and Dubai for the convenience of British Nationals who may require this service and assistance in the UAE. It is provided on the understanding that we (the British Embassy) do not assume or undertake any legal responsibility, to you, or those affected, if you choose to take it into account when instructing a local funeral director.

Further and alternatively, we cannot accept any liability to any person or company for any financial loss or damage arising from the use of this information or from any failure to give information.

Our aim is to provide our customers with as much relevant information to enable them to make better informed decisions but our lists **are not recommendations and should not be treated as such.**

List of funeral directors in Dubai and the Northern Emirates

Updated: August 2015

This list is in alphabetical order.

GRAFCO (Gulfglobal Repatriations Air Ambulance MT Funeral Services Middle East),
P O Box 50200, Dubai,
Telephone: +971 4 3350492, Fax: +971 4 2820523 Mob: +971 50 6544378; Hotline Mobile: +971 50 9201893
Website: www.grafcome.com
Email info@grafcome.com
Contact: John Korah, Managing Director

This company has told us the following things:

- They have English speaking staff.
- Specialisations are in repatriation, cremation and burial.
- They have experience of representing British nationals.
- Staff speak Arabic, English and Hindi.
- They can offer repayment plans.
- Areas/regions of the country they provide services for: All Emirates (but there are restrictions on cremations in some Emirates and laws may differ from one Emirate to another).

Gulf Care Middle East,
P O Box 22962, Dubai,
Telephone: +971 4 456 3630, Fax: +971 4 456 3326, Hotline : 052861000 / 052891000
Website: www.gulfcaredubai.com
Email: info@gulfcaredubai.com Contact: Desiet- Manager

This company has told us the following things:

- They have English speaking staff.
- Specialisations are in repatriation, cremation and funerals.
- They have experience of representing British nationals.
- Staff speak English, Italian, Russian Filipino and Hindi.
- They can offer repayment plans (50% -75% prior to service then full payment).
- Areas/regions of the country they provide services for: Italy.

Middle East Assistance
Office M1 Al Ashram Building
Deira Fish R/A,
Omar Bin Al Kattab Street
P.O. Box 111474 Dubai
Office Tel No: 042730313
Email: info@meassistance.ae / info@mefs.ae
Mr. Vivian Albertyn: 0504941624 (24 hours), Email: vivian@meassistance.ae / vivian@mefs.ae
Mr. Mahadeer Mohamed: 0504277145, Email: info@meassistance.ae / info@mefs.ae

This company has told us the following things:

- They have English speaking staff.
- Specialisations are in repatriation, cremation and burial.
- They have experience of representing British nationals.
- Staff speak Arabic, English, Hindi and Urdu.
- Areas/regions of the country they provide services for: Dubai.

Feedback Form for Customers

If you do decide to use any of the lawyers on this list, we would like to hear from you. While there is no obligation on your part to provide feedback on the services you receive, **any feedback you can give us is helpful.**

Once completed, please return the form to the Embassy by post to British Embassy Dubai, Al Seef Road, Bur Dubai, P O Box 65, Dubai, United Arab Emirates or by email to Consular.UAE@fco.gov.uk. An electronic version of the form is available at <https://www.gov.uk/notarial-and-documentary-services-guide-for-the-united-arab-emirates>. Thank you for your help.

1. Name of firm:

2. Name of funeral director:

3. Date of contact:

Are any of the details on our list regarding this provider wrong? (e.g. address, telephone number, etc.)

Please circle the appropriate boxes below:

(a) If the service provided English speaking services, how would you rate the standard of English?

Excellent Good Average Poor Very Poor

(b) How would you rate the professionalism of the staff?

Excellent Good Average Poor Very Poor

(c) How would you rate the overall service received?

Excellent Good Average Poor Very Poor

4. Do you have any other comments?

We would like to share this information with other customers but if you would prefer it not to be seen by others please tick the box

Feedback provider's name:

Tel. No.:

Email:

Date: