



Foreign &
Commonwealth
Office

Bereavement Information for Dubai and the Northern Emirates

Prepared by British Embassy Dubai

www.gov.uk/government/world/united-arab-emirates

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Bereavement Information for Dubai and Northern Emirates

The death of a relative or friend is always distressing. If it happens abroad the distress can be made worse by practical problems. These guidance notes will inform you of the procedures when the death of a British or unrepresented Commonwealth Citizen occurs locally. The official procedures in the UAE are different from those in the UK and 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.

If you require the deceased to be buried or cremated in Dubai and they passed away in a different Emirate, please inform us immediately, as transportation of remains between the Emirates may be restricted. Please note that individuals who are not on a valid residency visa may not be buried or cremated in Dubai and repatriation is the only option available.

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 and the company should be informed immediately. Quite often, a local agent is appointed to act on their behalf.

Outside of Normal Working Hours

If the death occurred outside of usual working hours, you are able to contact the British Embassy on the 24 hour number (+971 4 309 4444).

All Government Offices are closed on Friday and Saturday and during local bank holidays. They do not offer an emergency/out-of-hours service.

Summary of Procedures

1. Contact the local police station where the deceased lived.
2. Obtain the Death Notification from hospital.
3. Obtain the Death Registration letter from police station or if the death was by accident, the local police station which is handling the case.
4. Obtain Death Certificate.
In Dubai, this is from Al Baraha Hospital (Previously Kuwaiti Hospital), +971 4 271 0000. The following documents will be required:
 - a. Police Registration from the police station.
 - b. Death notification from hospital (a copy is acceptable).
 - c. Passport copy of the deceased (including the visa page).
 - d. Any picture ID of yourself.In Sharjah, this is from the Department of Preventative Medicine (Near the Gold Souk), +971 6 566 2111.
5. Obtain the Ministry of Health stamp and signature on the Death Certificate.

Bereavement Information for Dubai and Northern Emirates

In Dubai, there is an office within Al Baraha Hospital and in Sharjah the telephone number is +971 6 574 4499.

6. Obtain the Ministry of Foreign Affairs stamp and signature on the Death Certificate. In Dubai the office is in Umm Hurair 1 (the Embassy area). Opening hours are 08:00-13:00.
7. Call the British Embassy in Dubai (+971 4 309 4444) to make an appointment for the No Objection Letter. The Local Death Certificate (stamped by the Ministry of Foreign Affairs), the deceased's original passport, Power of Attorney or Authorisation from the next of kin and a copy of the next of kin's passport will be required. We will:
 - a. Cancel the original British passport and return it to you.
 - b. Issue a No Objection Letter for cremation, burial or repatriation, if required.

Please note that there is no requirement for a consular death registration to be completed 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 receive 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. Registrations are made through the Overseas Registration Unit in the UK. Full details of how to do so are available at www.gov.uk/register-a-death.

8. Obtain letters for submission to Mortuary/Embalming Centre and Airport from the police station.
9. Proceed to Immigration to cancel the residence visa/entry stamp. The original local Death Certificate, Letter of No Objection from the British Embassy and original cancelled passport to Immigration will be required.

In Dubai, the office is near Trade Centre Roundabout (+971 4 398 0000).
In Sharjah, the office is opposite Mega Mall (+971 6 572 6777).
10. Return to police station to obtain three Letters of No Objection. The original local Death Certificate, the original passport and the No Objection Letter from the British Embassy will be required. The police will provide you with three copies of their own letter of "no objection" addressed to:

For burial:	For cremation:	For repatriation:
<ul style="list-style-type: none">• Cemetery• Mortuary• Municipality	<ul style="list-style-type: none">• Crematorium• Mortuary• Municipality	<ul style="list-style-type: none">• Airport Police• Embalming Facility• Mortuary

If Burial or Cremation is to occur locally, procedures will stop here and you will have to liaise directly with the Cemetery or Crematorium. Please note that visitors who have not entered the country through Dubai may not be buried or cremated in Dubai.

If Repatriation is to occur, continue with the following procedures:

11. Contact the Embalming Centre.

In Dubai, this is the Muhaisna Medical Fitness Centre (located in Al Qusais), +971 4 502 3910.
12. Return to Hospital Mortuary to arrange transportation to the Embalming Facility.

Bereavement Information for Dubai and Northern Emirates

13. Go to the Embalming Facility to pay for embalming, select casket and identify the deceased. The following documents (with seven photocopies) should accompany the casket:
 - a. Local Death Certificate with English translation, if appropriate.
 - b. Embalming Certificate.
 - c. Police No Objection Letter.
 - d. Cancelled passport containing cancelled visa/entry stamp.
 - e. No Objection Letter from the British Embassy.
14. 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 +971 4 218 4218). The undertaker should be asked to confirm his acceptance by fax directly to DNATA. Most undertakers will perform this service but insurance companies usually appoint a company which has global representatives.
15. Liaise with airline to arrange for transportation to the airport. This is normally a minimum of 5 hours before the flight.

Information on Burial, Cremation and Repatriation

Burial

Dubai

Christians of any denominations can contact St. Mary's Church (+971 4 337 0087). They are able to assist with administration and signpost you as required.

For Pastoral support you may like to contact the Ministers at Christ Church Jebel Ali (+971 4 884 5436) or the Holy Trinity Church (+971 4 337 4947), for Anglican support or the Priest at St. Mary's Church for Roman Catholic support (+971 4 337 0087).

Muslims are required to produce a burial permit issued by the police station to the burial ground located in Al Quoz.

Other Emirates

Christians of various denominations are required to contact their respective churches in that Emirate who will signpost them. The procedure is the same for Pastoral support.

In Sharjah, Muslims are required to produce a burial permit issued by the police station to the burial ground (located next to the Cricket Stadium).

Cremation

Dubai

Local cremation is also possible at 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 (+971 4 888 0192). If you wish to make enquiries outside of these times, you can contact Mr Sunil (+971 50 5071640). Please note that this option is not possible for children under 5.

Sharjah

The Sharjah Crematorium is owned and managed by the Indian Association in Sharjah (+971 6 561 0845 (08:00-22:00) or +971 50 7866591 (Sree Hari)) and open to all faiths. This is mainly for use if death has occurred in Sharjah and the other Northern Emirates. Additional paperwork may be required if death occurred in Dubai or Abu Dhabi.

Bereavement Information for Dubai and Northern Emirates

This facility is used mainly for Hindu ceremonies and the décor and the manner of the cremation reflects this.

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 be embalmed as 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 very simple zinc-lined coffins can also be obtained at a fee. Please note that someone will be required to identify the deceased before and after embalming. This can be the agent or nominated representative.

A list of list of companies based in the UK that offer medical repatriation to British nationals abroad can be found on the Gov.UK website (<https://www.gov.uk/government/publications/medical-repatriation-companies-in-the-uk>). Please note that the FCO does not assume or undertake any legal responsibility to anyone who chooses to take it into account when instructing a provider.

International funeral directors in the UK

Please see a list of UK-based international funeral directors and related industry bodies on the website: www.gov.uk/government/publications/international-funeral-directors-in-the-uk.

Personal Belongings of the Deceased

The British Embassy in Dubai cannot be responsible for collecting or returning 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 or 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 and payment must be made by wire transfer:

FedEx (+971 800 4050).

UPS (+971 800 4774).

Still Birth, Neonatal and Child Deaths

Children who have passed away under the age of 3 must be buried or repatriated. They cannot be cremated in the UAE.

Depending on the age of the child and if they do not already have a British Passport, you may need a travel document (Emergency Passport or Emergency Travel Document). A funeral director can advise further on this.

Bereavement Information for Dubai and Northern Emirates

If you do need a travel document, the following documents will be required by the British Embassy:

1. Death Notification/Certificate, attested by the Ministry of Foreign Affairs.
2. Birth Notification/Certificate (if applicable), attested by the Ministry of Foreign Affairs.
3. Parent's full UK Birth Certificate(s)/Naturalisation or Registration Certificates.
4. Parent's passports (British and/or non-British).
5. Parent's Marriage Certificate.
6. If the parent's were born in the UK after 1 January 1983, a grandparent's full UK Birth Certificate/Naturalisation or Registration Certificate and Marriage Certificate if this is a grandmother who has changed her name.

The British Embassy will then contact colleagues in London to determine nationality of the child. This is usually obtained in 24-48 hours. Once we have this, we can issue the travel document.

Grief Counselling in Dubai

Raymee Grief Centre
Villa 2, Jumeirah Road,
Umm Suqeim 2, Dubai,
P O Box 334273
Tel: +971 4 380 9298
Contact: Carey Kirk
Mobile: +971 55 5085538
Email: ckirk@lighthousearabia.com
Website: www.lighthousearabia.com/raymeegrief.html

Stillbirth & Neonatal Death Society (SANDS)

Angela: Tel: + 971 4 348 2801

Anita: Tel: + 971 50 6447903

Website: www.dubai-sands.org

Dubai SANDS offers support to those who have lost a baby whether through stillbirth, neonatal loss or termination for medical reasons. The group is run by bereaved parents, for bereaved parents. It is a branch of the UK-based "Stillbirth and Neonatal Death Society" (www.uk-sands.org).

List of Funeral Directors in Dubai

Updated: September 2016

This list is in alphabetical order.

**GRAFCO (Gulf Global Repatriations Air Ambulance MT Funeral Services Middle East),
P O Box 50200, Dubai**

Telephone: +971 4 335 0492, Fax: +971 4 282 0523, 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 : +971 52 861000 or +971 52 891000

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: +971 4 273 0313

Email: info@meassistance.ae/info@mefs.ae

Mr. Vivian Albertyn: +971 50 4941624 (24 hours),

Email: vivian@meassistance.ae/vivian@mefs.ae

Mr. Mahadeer Mohamed: +971 50 4277145, 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 companies 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 on our website (<https://www.gov.uk/government/world/organisations/british-embassy-dubai>). Thank you for your help.

1. Company:
2. 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

3. 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: