



Foreign &  
Commonwealth  
Office

## **Bereavement Information Sheet for Abu Dhabi**

Prepared by British Embassy Abu Dhabi

[www.gov.uk/government/world/united-arab-emirates](http://www.gov.uk/government/world/united-arab-emirates)

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The death of a relative or a friend can be a traumatic experience. When the death occurs overseas, family and friends in the UK can feel additional distress as they are unfamiliar with foreign procedures and perhaps are unable to communicate in the language of the country where the death occurred. Consular Directorate of the Foreign and Commonwealth Office and our Embassy in Abu Dhabi are ready to help as far as they can. You may be uncertain about what to do next or who to contact for advice. These notes are designed to help you through the practical arrangements you will need to make. You should be aware that procedures in Abu Dhabi differ significantly to those in the United Kingdom and that, while we understand your need for arrangements to be made quickly, this is not always possible.

If the deceased was a Commonwealth Citizen, without an Embassy in the UAE, the nearest Embassy of their country must be informed. We may be able to assist with this.

If you require the deceased to be buried or cremated in a different Emirate to that in which they passed away, please inform us immediately, as transportation of remains between the Emirates may be restricted. Please note that individuals who are not on a valid residence visa may not be buried or cremated in Dubai and repatriation is the only option available, however, in Abu Dhabi, cremation and burial are options for those holding a valid visit visa or a residence visa.

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 be responsible for the cancellation of the deceased's visa. Quite often a local agent is appointed to act on their behalf, especially on travel Insurance cases

*The information contained in this document is not meant to be a definitive statement of the law, nor is it to be taken as a substitute for independent legal advice.*

### **Outside of Normal Working Hours**

If the death occurred outside of usual working hours (which are 7.30am to 2.30pm Sunday to Thursday), you are able to contact the British Embassy on the 24 hour number (+ 971 2 610 1100).

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. If the deceased died at home, contact the local police station
2. Obtain the Death Notification from the hospital
3. Obtain Death Registration letter from police and "No Objection" letter for release of body

4. Proceed to Mortuary
5. Collect the death certificate from the mortuary/hospital where the deceased's body is being held. The following documents will be required:
  - Deceased person's passport, including visa page with cancelled visa;
  - Photographic ID of yourself;
  - Death notification from hospital;
  - Police registration letter.

Only the next of kin is able to do this or a person acting on the instructions of the next of kin e.g. a funeral director.

6. Obtain the Ministry of Health stamp and signature on the death certificate.
7. Take the death certificate to the Ministry of Foreign Affairs for attestation. Infinity Services on Lower Level 2 of Marina Mall will do this for you. They are open from 8am until 6pm and can be contacted on + 971 2 681 1644.
8. If the deceased was a resident then the employer/sponsor will need to cancel the residence visa at Immigration on 19<sup>th</sup> Street, Abu Dhabi.
9. Call The British Embassy in Abu Dhabi on +971 2 610 1100 to make an appointment for a No Objection Letter. We will require:
  - The local Death Certificate (attested by the MFA)
  - The deceased's original passport
  - Power of attorney /authorisation form from the next of kin, if someone other than the next of kin is attending the embassy (e.g. , funeral director or other (Form attached at the rear of this document)
  - The next of kin's passport

The deceased's passport will be cancelled by the Embassy and returned to the next of kin.

10. Return to Police station to obtain a Letter of No Objection. The original local Death certificate, the deceased's passport and the No Objection Letter from the British Embassy will be required. The police will provide you with a copy and original of their own Letter of No Objection, which will authorise the release of the deceased to the person named in the letter.
11. For burial in Abu Dhabi (Baniyas ) you will need to present the Embassy letter and a request for burial from the deceased's next of kin.

12. For repatriation, you will need:

- original no objection letter from the Embassy;
- Death Certificate;
- Death Notification;
- Deceased's Passport;
- Funeral Director's letter of agreement to receive the body on arrival at its destination if the next of kin is not travelling with the body;
- flight booking confirmation from Airline;
- to pay for the embalming procedure.

13. For Cremation you will need (with Arabic translations):

- Original letter of no objection from the Embassy;
- Original Death Certificate;
- Death Notification;
- Hospital medical report.

In addition you will need a special letter from the local police stating that they have no objections to cremations. This letter will be addressed to Al Ain Police.

All of the documents will need to be taken firstly to the Police Department in Al Ain to obtain an approval letter for cremation addressed to the Municipality and the Mortuary. This should then be taken to the Municipality to submit a request for cremation permit.

### **Autopsies (Post Mortems)**

These are carried out only in certain circumstances, usually if the death occurred in suspicious circumstances or if the cause of death is not apparent. Any death outside a hospital will be referred to the police who will arrange for an examination of the deceased to take place. Following the examination, the deceased will be released only on the permission of the prosecutor's office.

It is not local practise for any organs to be removed during a post mortem.

A final report will be available to the family upon completion of both the post mortem and the investigation into the circumstances of the death. A copy of the report can be obtained from the prosecutor's office.

## **Mortuary Facilities**

Abu Dhabi - There are 3 mortuaries in Abu Dhabi, all are well equipped with proper, Modern storage facilities.

- 1) Sheikh Khalifa Hospital
- 2) Al Mafraq Hospital
- 3) Al Rahba Hospital

Al Ain – the mortuary is located at Al Ain Hospital

Western Region – the mortuary is located at Madinat Zayed.

## **Information on Burial, Cremation and Repatriation**

### **Local Burial**

Christian burials can take place at Baniyas in Abu Dhabi and Al Foah cemetery in Al Ain.

You will need to take the local death certificate and the no objection letter from the embassy, as well as the deceased's passport showing their cancelled visa to the mortuary, and advise them of the time and date of the burial.

Christians of any denomination can contact St Andrew's Church (+971 2 446 1631). They are able to undertake the administration and signpost you as required.

For pastoral support you may like to contact the Ministers at St Joseph's Cathedral (+ 971 2 446 1929) for Roman Catholic Support or St Andrew's Church (+971 2 446 1631) for Anglican support.

For a Muslim burial, the next of kin will need to take their passport to the police, who will issue a burial permit. This is required to access the burial ground located at Baniyas. You will also need a no objection letter from the embassy.

### **Cremation**

Cremation in Abu Dhabi is only available to non-Muslims who have Abu Dhabi residence visas or a tourist visa issued in Abu Dhabi. The crematorium is located at Al Foah Cemetery in Al Ain (Tel: +971 56 737 3618).

Cremation is also available for Dubai visa holders 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 decor and manner of the cremation reflects this. Arrangements should be made through Regal Traders Dubai (+971 4 888 0192) who are open Saturday to Thursday 9am to 1pm and 4pm to 8pm. If you wish to make enquiries outside of these times, you can contact Mr Sunil on +971 50 507 1640. Please note that this option is not possible for children under 7.

Ashes can be taken back to the UK onboard the flight as hand luggage or in a suitcase in a special unsealed box.

### **Repatriation**

Before repatriation 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.

Contact should be made with an airline in Abu Dhabi and with a firm of Funeral Directors in the United Kingdom. The UK Funeral Director's contact details will be required by the cargo agency handling the repatriation of the deceased. Once the Funeral Director confirms his involvement (usually through a fax to the carrier), he will be given a bill of lading number and details of the flight to the UK.

The UAE based Funeral Directors listed at the end of this document can offer further advice on repatriation of the deceased to the UK or other countries.

The Embassy will need to prepare a no objection letter. This will be issued upon presenting the original, attested local death certificate, along with an English translation and the deceased's passport.

### **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](http://www.gov.uk/government/publications/international-funeral-directors-in-the-uk).

### **Registration of the death**

The United Arab Emirates will issue a death certificate in Arabic but there is the option to have an English version prepared as well for repatriation and insurance purposes. This must be done by a legal translator. You should also get the death certificate attested by the Ministry of Foreign Affairs.

We do not register deaths at the Embassy in Abu Dhabi.

### **Still Birth, Neonatal and Child Deaths**

Children who have passed away under the age of 7 must be buried or repatriated. They cannot be cremated in the Emirate of Dubai but children of any age, including Fetal death, can be cremated in Abu Dhabi Emirate at a facility in Al Ain. The documentation procedure is exactly same as for Adult

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), if you plan to repatriate the child's remains. A funeral director can advise further on this.

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. Parents' full UK Birth Certificate(s)/Naturalisation or Registration Certificates.
4. Parents' passports (British and/or non-British).
5. Parents' Marriage Certificate.
6. If the parents were born in the UK after 1 January 1983, a grandparents' 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.

### **Return of Personal Effects**

The British Embassy in Abu Dhabi cannot take responsibility for collecting or returning personal belongings of the deceased.

Personal effects are normally returned to next of kin by the hospital or police 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

### **Police/Judicial Inquiries/Deaths in Suspicious circumstances**

In the case of a suspicious death or a road accident, the police will lead the investigation under the supervision and instructions of the Prosecutor. Once the investigation is complete the family may seek the Prosecutor's permission

to take a copy of the medical report, and in case of a car accident, a copy of the police report.

After the police investigation, the prosecutor will decide whether further inquiries are necessary, or whether to submit the case to the court for a trial to take place. The court will then decide how the case will proceed.

### **Legal Aid**

Legal aid is not available in Abu Dhabi.

### **Compensation**

There is no government compensation scheme applicable to foreign nationals.

### **Bereavement Counselling in Abu Dhabi**

**Footprints in the Sand** - an Abu Dhabi based support group, run by expats for couples who have experienced miscarriage, stillbirth or a neonatal death.

They can be contacted either at [facebook.com/footprintsinthesanduae](https://www.facebook.com/footprintsinthesanduae) or [footprintsinthesanduae@gmail.com](mailto:footprintsinthesanduae@gmail.com)

### **American Centre for Psychiatry & Neurology**

Al Rawda Area

The Intersection of 11th & 26th Street.

After French Embassy

Tel: + 971 2 697 9999

Email: [info@americancenteruae.com](mailto:info@americancenteruae.com)

Website: [www.americancenteruae.com](http://www.americancenteruae.com)

## List of funeral directors in Abu Dhabi

Updated: September 2016

This list is in alphabetical order.

**Al Foah Funeral Services**  
Villa 367 10<sup>TH</sup> Street , Al Bahiya,  
Abu Dhabi

Email : [donrup10@eim.ae](mailto:donrup10@eim.ae)  
Tel: 056 737 3618 / 050 3627878 /  
[www.alfuahfuneralservices.com](http://www.alfuahfuneralservices.com)

Please call to make an appointment and visit us at our Abu Dhabi office or at Al Foah, Al Ain.

**This company has told us the following things:**

- Members of Association of Funeral Directors U.K and also member of I.C.C.M.
- They have English speaking staff.
- They are affiliated to the health authorities and municipality.
- Specialisations are in **Cremation ,Repatriation and burial.**
- They have experience of representing British nationals.
- Staff speak Arabic and English.
- Areas/regions of the country they provide services for: All Emirates. (Cremation in Al Ain if the person has an Abu Dhabi visit visa or residency visa. Cremation in Dubai if the person has a Dubai residency or visit visa).

**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](mailto:info@meassistance.ae) / [info@mefs.ae](mailto:info@mefs.ae)

Mr. Vivian Albertyn: 0504941624, Email: [vivian@meassistance.ae](mailto:vivian@meassistance.ae) / [vivian@mefs.ae](mailto:vivian@mefs.ae)

Mr. Mahadeer Mohamed: 0504277145, Email: [info@meassistance.ae](mailto:info@meassistance.ae) / [info@mefs.ae](mailto:info@mefs.ae)

**This company has told us the following things:**

- They have English speaking staff.
- They are affiliated to and have extensive experience with dealing with local authorities for over 10 years.
- 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: GCC Regions, UAE, Oman, Qatar, Bahrain, Kuwait.

**Authorisation Form**

Date:

To British Embassy  
Abu Dhabi

I hereby certify that            Mr/ Ms/ Mrs/ .....

British Passport Number .....

Date of Birth .....

Date of Death .....

Place of Death .....

was my .....

I have no objection to his/her remains being cremated/buried/repatriated  
provide the local authorities also have no objection.

I further authorise .....holder of British Passport  
..... to deal with all documentation and procedures on my  
behalf.

I declare that I ..... Holder of  
passport ..... .. am the Next of Kin of the deceased and the  
particulars given are true to the best of my personal knowledge and belief.

Yours faithfully

Name (as in passport)  
Nationality  
Passport Number

## Feedback Form for Customers

If you do decide to use any of the funeral directors 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 Abu Dhabi, PO Box 248, Khalid Bin Al Waleed Street, Abu Dhabi, UAE or by email to [Consular.UAE@fco.gov.uk](mailto: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:
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