



Dubai
International
Financial
Centre

**DIFC CAR PARKING ACCESS
CLIENT HANDBOOK**

Apply for DIFC Car Parking

Entities can now apply for DIFC Car Parking (excluding monthly membership) via the DIFC client portal. You can find this service request in your client portal account under the “Other Services” tab.

About this Guide

This document shall provide you with a comprehensive step by step guide to apply for DIFC Car Parking services.

Fees

Below are the schedule of fees relating to DIFC Car Parking:

Transaction	Fees (in AED)
Vehicle Parking Tag	AED 55
Replacement of Vehicle Parking Tag	AED 105 each

Payment for the services can be made via the client portal.

List of Services

You can apply for any of the following service requests via the client portal relating to DIFC Car Parking:

- New Vehicle Registration
- Remove Vehicle Employee Access
- Remove Vehicle
- Replace Vehicle Details
- Lost Vehicle Card
- Lost Vehicle Tag
- Replace Vehicle Card
- Replace Vehicle Tag

General Guidelines

Please note the below for DIFC Car Parking Services:

- The services are only applicable for entities registered with DIFC having a valid license.
- The services do not cover services relating to “Monthly Membership”.
- The card/ tag shall be couriered to you based on the details provided (if courier option has been selected).
- Reserved Car Parking refers to a designated car parking space in DIFC.
- Unreserved Car Parking space refers to a non-designated car parking space in DIFC.
- All the fields marked in “red” are mandatory and to be completed in order to submit the service request.
- Car parking space requested should be in line with the signed lease agreement.
- Upon expiry of DIFC Employment card, the vehicle parking tag/ card allocated to the employee shall be deactivated immediately. Contact car parking support for extension request.
- Entities/ employees are required to return card within five (5) working days upon their exit to avoid any disruption of services in the future.
- Below are contact details in case of any clarification relating to this service request:
 - Portal Support: portalsupport@difc.ae, +971 4 362 22 22
 - Car Parking Support: difc@zoneparking.ae, 600 541006
 - Zone Car Parking Office location: Unit Storage , Level B2, Gate Building, Dubai International Financial Centre, Dubai, 53579, United Arab Emirate

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Apply for DIFC Car Parking

New Vehicle Registration

Specific Guidelines

- You can register a maximum of four (4) cars.
- The service request is only applicable for employees registered with DIFC (in the form of employment visa, seconded cards, etc.)
- You will receive a single “Car Parking Access Card”, however can apply for multiple tags based on the number of cars selected (with a maximum of four (4)).
- In case you want to register the vehicle under the entities name, select the option in the application form
 - Only vehicle tag shall be issued.

Step by Step guide

- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”
- You will be directed to the application form, select “New Vehicle Registration” and complete the details (add the details of the employee to whom the car belongs to)

The screenshot shows the 'New Vehicle Registration' application form. The 'Type of Service' dropdown menu is open, showing 'New Vehicle Registration' as the selected option. The form includes sections for Car Parking Details, Contact Details, and Vehicles Detail.

Car Parking Details

Type of Service: **New Vehicle Registration**
Employee Name: [Redacted]
Registered Vehicle as entity: [Redacted]
Company Name: [Redacted]
Do you want Reserve Parking?

Contact Details

Employee Phone No. [Redacted]
Employee Email Address [Redacted]

Vehicles Detail

Please Select	Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
	<input type="checkbox"/>	--None--	--None--	[Redacted]	--None--	--None--	--None--	Draft

[Add]

Courier Detail

Would you like opt for free courier? Yes

Receiver's First Name [Redacted]
Receiver's Last Name [Redacted]
Mobile Number [Redacted]
Phone Number [Redacted]
Use Registered Address?

- You can add cars by selecting the “add” option:

The screenshot shows the 'New Vehicle Registration' application form, similar to the previous one, but with the 'Add' button highlighted in a red box.

Car Parking Details

Type of Service: **New Vehicle Registration**
Employee Name: [Redacted]
Registered Vehicle as entity: [Redacted]
Company Name: Emirates NBD Capital Limited
Do you want Reserve Parking?

Contact Details

Employee Phone No. [Redacted]
Employee Email Address [Redacted]

Vehicles Detail

Please Select	Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
	<input type="checkbox"/>	--None--	--None--	[Redacted]	--None--	--None--	--None--	Draft

[Add]

Apply for DIFC Car Parking

- In case vehicle tag is required, select the following option:

The screenshot shows the 'Car Parking Details' form. A dropdown menu is open for 'Type of Service', with 'New Vehicle Registration' selected. Other options include 'Remove Employee Access', 'Remove Vehicle', 'Replace Vehicle Details', 'Lost Card', 'Lost Tag', 'Replace Card', and 'Replace Tag'. The form includes fields for 'Employee Name', 'Registered Vehicle as entity', 'Employee Phone No.', and 'Employee Email Address'. Below this is the 'Vehicles Detail' table with columns for 'Please Select', 'Tag Required?', 'Registered In', 'Category', 'Plate Number', 'Make', 'Color', 'Type', and 'Status'. The 'Tag Required?' checkbox is highlighted with a red box. The 'Courier Detail' section includes a 'Would you like opt for free courier?' checkbox (checked 'Yes') and fields for 'Receiver's First Name', 'Receiver's Last Name', 'Mobile Number', and 'Phone Number'. A 'Use Registered Address?' checkbox is also checked.

- Upon completing the details, select the "save" option

The screenshot shows the 'Service Request Detail' form. The 'Save' button is highlighted with a red box. A note states: 'Note: Fees for this service shall be AED "55" in case you opt for a tag. You can register a maximum of four (4) cars. You will receive a single "Car Parking Access Card", however you can apply for multiple tags based on the number of cars selected.' The form structure is identical to the previous screenshot, showing 'Car Parking Details', 'Contact Details', 'Vehicles Detail' (with 'Tag Required?' checked), and 'Courier Detail'.

- Upload copy of the Vehicle Registration by clicking on the "Download/ Upload Doc" option:

The screenshot shows the 'SR Documents' section. A red box highlights the 'Download/Upload Doc' link and the document entry below. The document entry is as follows:

Action	Document Name	Document Name	Instructions	Status
	Copy of Car Registration 1	Copy of Car Registration 1	Please upload a Copy of Registration of your First Car	Pending Upload

Apply for DIFC Car Parking

- Proceed with “payment processing” (if applicable) and click on “submit” to complete the service request.

Service Request Detail

Edit Submit

Note: Fees for this service shall be AED 55 in case you opt for a tag. You can register a maximum of four (4) cars. You will receive a single "Car Parking Access Card", however you can apply for multiple tags based on the number of cars selected.

Car Parking Details

SR No. []

Type of Access []

Employee Name []

Registered Address []

Registered Vehicle as entity []

Company Name []

Do you want Reserve Parking? []

Status []

- Upon submission of request, the card/ tag (if option selected) shall be couriered to you (if option selected) at the address mentioned in the service request. If courier option is not selected, please collect your card/tag from the Zone Car Parking office.

Remove Employee Vehicle Access

Specific Guidelines

- All the vehicles registered under the employee name shall be deactivated upon successful processing of your service request.
- Vehicle card/ tag should be returned within five (5) working days to the Zone Car Parking office to avoid any disruption in services undertaken in future.

Step by Step guide

- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”
- You will be directed to the application form, select “Remove Employee Access” and complete the details

Service Request Detail

Save Cancel

Note: All the vehicles registered under the employee name shall be deactivated upon successful processing of your request. Please return the card/ tag within 5 working days to the Zone Car Parking office. [Please put location link]

Car Parking Details

Type of Service [Remove Employee Access]

Employee Name []

Employee Name []

Contact Details

Employee Phone No. []

Employee Email Address []

- Upon completing the details, select the “save” option and then submit the service request:

Service Request Detail

Edit Submit

Car Parking Details

SR No. []

Type of Access []

Employee Name []

Registered Address []

Registered Vehicle as entity []

Company Name []

Do you want Reserve Parking? []

Status []

Apply for DIFC Car Parking

Remove Vehicle

Specific Guidelines

- Vehicle card (in case only a single car is registered)/ tag should be returned within five (5) working days to the Zone Car Parking office to avoid any disruption in services undertaken in future.

Step by Step guide

- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”
- You will be directed to the application form, select “Remove Vehicle” and complete the details

Service Request Detail [Save] [Cancel]

Note: All the vehicles registered under the employee name shall be deactivated upon successful processing of your request. Please return the card/tag within 5 working days to the Zone Car Parking office. [Please put location link]

▼ Car Parking Details

Type of Service: [Remove Employee Access] Company Name: []

Employee Name: [] Do you want Reserve Parking?

▼ Contact Details

Employee Phone No. [] Employee Email Address []

- Add the vehicle details by selecting the “add” option

▼ Vehicles Detail

Please Select	Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
	<input type="checkbox"/>	--None--	--None--	[]	--None--	--None--	--None--	Draft

[Add]

- Upon completing the details, select the “save” option

Service Request Detail [Save] [Cancel]

Note: Please return the card (not applicable if you have more than one car) tag within 5 working days to the Zone Car Parking office. [Please put location link]

▼ Car Parking Details

Type of Service: [Remove Vehicle] Company Name: []

Employee Name: []

▼ Contact Details

Employee Phone No. [] Employee Email Address []

▼ Vehicles Detail

Please Select	Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
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- Upon saving, “submit” the service request:

Service Request Detail [Edit] [Submit]

▼ Car Parking Details

SR No.	[]	Company Name	[]
Type of Access	[]	Do you want Reserve Parking?	<input type="checkbox"/>
Employee Name	[]	Status	[]
Registered Address	[]		
Registered Vehicle as entity	[]		

Apply for DIFC Car Parking

Replace Vehicle Details

Specific Guidelines

- The card and tag utilized for the old vehicle can be replaced with the new upon successful processing of your service request.

Step by Step guide

- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”.
- Select type of service as “Replace Vehicle Details” and add new and old vehicle details.

The screenshot shows the 'Service Request Detail' form. The 'Car Parking Details' section is expanded, and a dropdown menu is open for 'Replace Vehicle Details'. The menu options are: New Vehicle Registration, Remove Employee Access, Remove Vehicle, Replace Vehicle Details (highlighted), Lost Card, Replace Card, and Replace Tag. A note above the dropdown states: 'Note: The card and tag utilized for the old vehicle can be replaced with the new upon successful processing of your request'. Below the dropdown, there are input fields for 'Employee Name', 'Company Name', 'Employee Phone No.', and 'Employee Email Address'. At the bottom, there is a table for 'Vehicles Detail' with columns: Tag Required?, Registered In, Category, Plate Number, Make, Color, Type, and Status. Two buttons, 'Add New Vehicle Details' and 'Add Old Vehicle Details', are located below the table.

- Upon completing the details, select the “save” option

The screenshot shows the 'Service Request Detail' form with the 'Save' button highlighted in a red box. A note above the form states: 'Note: Please return the card (not applicable if you have more than one car) tag within 5 working days to the Zone Car Parking office [Please put location link]'. The 'Car Parking Details' section is expanded, and the 'Type of Service' is set to 'Remove Vehicle'. The 'Employee Name' field is empty. Below this, there are input fields for 'Employee Phone No.' and 'Employee Email Address'. At the bottom, there is a table for 'Vehicles Detail' with columns: Tag Required?, Registered In, Category, Plate Number, Make, Color, Type, and Status.

- Upload copy of the Vehicle Registration by clicking on the “Download/ Upload Doc”

The screenshot shows the 'Service Request Detail' form with the 'SR Documents' section expanded. The 'Download/Upload Doc' button is highlighted in a red box. The 'Contact Details' section shows 'Employee Phone No.' as +971507606408 and 'Employee Email Address' as test@gmail.com. The 'Vehicles Detail' table has one row: Tag Required? (checkbox), Registered In (Dubai), Category (O), Plate Number (7777), Make (BMW), Color (White), Type (Hatchback), and Status (Draft). The 'Courier Detail' section has 'Would you like opt for free courier' set to 'Yes', 'Receiver's First Name' as Test1, 'Receiver's Last Name' as Test 2, and 'Use Registered Address?' checked. The 'SR Documents' table has one row: Action (Copy of Car Registration 1), Document Name (Copy of Car Registration 1), Instructions (Please upload a Copy of Registration of your First Car), and Status (Pending Upload).

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Apply for DIFC Car Parking

- Upon uploading, “submit” the service request:



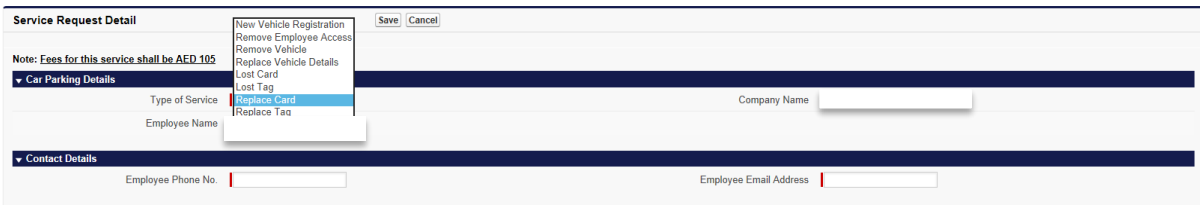
Lost / Replace Card Vehicle Details

Specific Guidelines

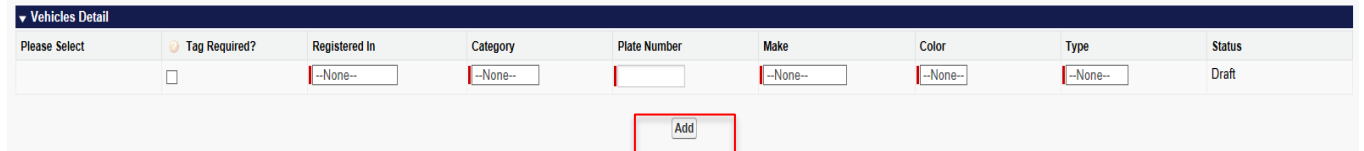
In case of replacement, Vehicle card (in case only a single car is registered) should be returned within five (5) working days to the Zone Car Parking office to avoid any disruption in services undertaken in future.

Step by Step guide

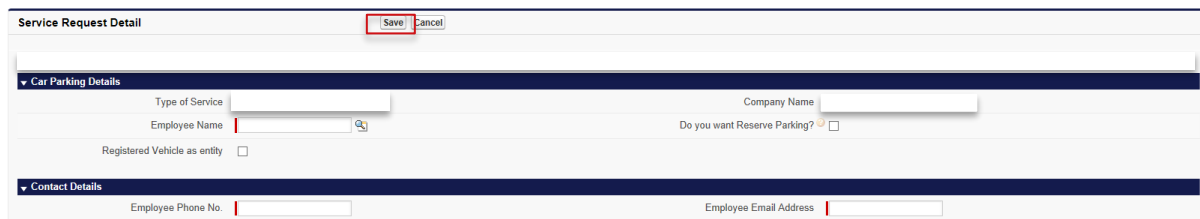
- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”
- You will be directed to the application form, select “Replace or Lost Card” and complete the details (add the details of the employee to whom the car belongs to)



- You can add vehicles by selecting the “add” option:



- Upon completing the details, select the “save” option



- Upload copy of the Vehicle Registration by clicking on the “Download/ Upload Doc”

Apply for DIFC Car Parking

Action	Document Name	Document Name	Instructions	Status
	Copy of Car Registration 1	Copy of Car Registration 1	Please upload a Copy of Registration of your First Car	Pending Upload

- Proceed with “payment processing” (if applicable) and click on “submit” to complete the service request.

- Upon submission of request, the card (if option selected) shall be couriered to you (if option selected) in the address mentioned in the service request. If courier option is not selected, please collect your card/tag from the Zone Car Parking office.

Lost / Replace Tag Vehicle Details

Specific Guidelines

In case of replacement, Vehicle tag should be returned within five (5) working days to the Zone Car Parking office to avoid any disruption in services undertaken in future.

Step by Step guide

- Log into your portal account using the following link: <https://portal.difc.ae/signin> and access the “Other Services” tab
- On logging in to the “Other Services” tab, click on “Apply for Vehicle DIFC Car Parking”
- You will be directed to the application form, select “Replace or Lost Tag” and complete the details (add the details of the employee to whom the car belongs to)

- You can add vehicle by selecting the “add” option:

Please Select	Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
<input type="checkbox"/>	<input type="checkbox"/>	--None--	--None--		--None--	--None--	--None--	Draft

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Apply for DIFC Car Parking

- Upon completing the details, select the “save” option

Service Request Detail Save Cancel

Note: Fees for this service shall be AED "55" in case you opt for a tag. You can register a maximum of four (4) cars. You will receive a single "Car Parking Access Card", however you can apply for multiple tags based on the number of cars selected.

Car Parking Details

Type of Service Company Name

Employee Name Do you want Reserve Parking?

Registered Vehicle as entity

Contact Details

Employee Phone No. Employee Email Address

- Upload copy of the Vehicle Registration by clicking on the “Download/ Upload Doc”

Contact Details

Employee Phone No. Employee Email Address

Vehicles Detail

Tag Required?	Registered In	Category	Plate Number	Make	Color	Type	Status
<input type="checkbox"/>	Dubai	O	7777	BMW	White	Hatchback	Draft

Courier Detail

Would you like opt for free courier? Yes

Receiver's First Name Test1 Receiver's Last Name Test 2

Mobile Number Phone Number

Use Registered Address?

SR Documents Download/Upload Doc

Action	Document Name	Document Name	Instructions	Status
	Copy of Car Registration 1	Copy of Car Registration 1	Please upload a Copy of Registration of your First Car	Pending Upload

- Proceed with “payment processing” (if applicable) and click on “submit” to complete the service request.

Service Request Detail Edit Submit

Note: Fees for this service shall be AED "55" in case you opt for a tag. You can register a maximum of four (4) cars. You will receive a single "Car Parking Access Card", however you can apply for multiple tags based on the number of cars selected.

Car Parking Details

SR No.

Type of Access Company Name

Employee Name Do you want Reserve Parking?

Registered Address Status

Registered Vehicle as entity

- Upon submission of request, the card (if option selected) shall be couriered to you (if option selected) in the address mentioned in the service request. If courier option is not selected, please collect your card/tag from the Zone Car Parking office.