

Guide to the CDWS online services and the required steps to follow to obtain each service

General instructions:

- All administrative services provided by the CDWS to the members -whether to issue a new card, letters or certificates – must be through the facility's legal representative or the appointed delegates only ([as per the attached form](#)). The CDWS shall not provide any of the below services to any staff or employee.
- The facility's legal representative or the appointed delegates must ensure the compliance of the submitted requests and documents with the requirements and procedures of the CDWS, and that the Chamber has the right to refrain from providing any services in case the data, requests or documents are not complete.
- All employees and staff members shall approach the legal representative or the appointed delegate of their facility in order to coordinate any service that they require and not to approach the CDWS with any individual requests and to approach the legal representatives and the technical managers with any inquiries they might have about the services.
- Reading and acknowledging the CDWS ID card agreement is part of requesting a card application process through the online portal, [the agreement is attached for your knowledge](#).

The online portal services and steps (first phase):

1- **Activate the account, providing data and renew pre-registered card:**

*we would like to remind you of announcement #4 of 2020, of the board members decision to extend the validity of the CDWS ID cards that expired on the 31st of January 2020, to remain valid till the 31st of January 2021, [review the announcement for more information](#).

Phase one: pro accounts activation and card renewal

[\(Click here for the steps\)](#)

Phase two: card renewal steps

- In case of renewal without changing pro level or facility
[\(Click here for the steps\)](#)
- In case of renewal and changing the facility
[\(Click here for the steps\)](#)
- In case of renewal with a different skill level
[\(Click here for the steps\)](#)



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2- New registration, providing data and requesting a card for first-time applicants:

Phase one: Registration for a first-time applicant

[\(Click here for the steps\)](#)

Phase two: Test request

[\(Click here for the steps\)](#)

Phase three: Card request

[\(Click here for the steps\)](#)

3- Card request for the employees

[\(Click here for the steps\)](#)

Services requested by e-mail (until the launch of the second phase of the portal)

- **Membership letters, certificate of and certificates of good conduct:**

- 1- [Procedures of submitting the visit request, renewing membership letter, technical manager's experience certificate, and the certificate of good conduct for a foreign technical manager of the diving centers and safari boats](#)
- 2- [Procedures for submitting a visit request and renewing the membership letter for water sports and snorkeling service providers](#)
- 3- [Procedures for submitting a visit request and renewing the membership letter for water sports that offers any of the following activities: towings- water ski-semi submarines- glass bottom boat-parasailing -sailing boats-pedals](#)
- 4- [Procedures for issuing a membership letter to existing water sports centers that offers kite and windsurf activities](#)
- 5- [Procedures for issuing a membership letter to new water sports centers that offers kite and windsurf activities](#)



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- **Accreditation Certificates:**

- 1- [Procedures for submitting a visit request and renewing the accreditation certificate for testing and filling stations](#)
- 2- [Procedures for issuing an accreditation certificate for underwater photography company](#)

- **Exception letters and equivalent certificates:**

- 1- [Procedures for submitting a request to issue an exception letter for the workforce](#)
- 2- [Procedures for applying to issue an equivalent certificate for foreign professionals to be submitted within the required documents for the work permit](#)

Steps for requesting a service by e-mail:

First: Submit requests for different services electronically as follows:

- Requesting inspections, requesting a membership letter, and an experience certificate for the technical manager by e-mail in accordance with the procedures described above.
- Requesting an exception letter and an equivalent certificate addressed to the workforce by e-mail in accordance with the procedures described above.
- Test and new card requests through the CDWS online portal, according to the procedures described above.

The application and documents will be reviewed and response is within a maximum period of two working days, in case the documents meet the requirements you will be provided with a date of delivery for the service according to its type.



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Second: all payments should be done via bank transfer, no cash payments shall be accepted

[\(Click here to view the CDWS bank account details\)](#)

Third: service delivery

- Regarding the membership letters and the technical manager's experience certificate, after providing all the needed documents, and the proof of payment via e-mail or WhatsApp, the CDWS will send the letter or the certificate directly to the Ministry of Tourism and the technical manager will not need to visit the CDWS headquarters
- Regarding the delivery of the exception letters, equivalent certificates, ISO certificates, accreditation certificates and the CDWS ID cards, after providing all the needed documents, and the proof of payment via e-mail or WhatsApp, the membership department will contact the technical manager to arrange for an appointment to maintain the proper social distance. When visiting the CDWS headquarters, make sure to follow [the attached regulations](#) for your safety.

Regards,

The Chamber of Diving and Water Sports



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