



## ● Arrival

- ✦ Temperature checks on the guests will be conducted upon arrival
- ✦ Health and safety travel packs will be given to all guests upon arrival
- ✦ All luggages will be sanitised before transferring via speedboat to resort
- ✦ Physical distancing will be maintained at all time by our team members who will be wearing masks and gloves at all times
- ✦ Maximum number of passengers on speedboat maintained during transfer in terms of physical distancing
- ✦ Upon arrival at the resort, guests will be given a digital presentation about the resort and all services offered
- ✦ All payments are welcome preferably by online digital platforms or credit cards. We do not encourage cash transactions in currency banknotes payment. However, the resort is equipped with a sanitising banknotes cabinet which is available at the reception
- ✦ Guests will be informed to scan a QR code upon arrival to access the resort information, Covid-19 alerts, and menus  
Seamless digital In-Villa-Check-In conducted at all time
- ✦ Transportation from reception to your villa will be done in a buggy that is frequently sanitised after every use

## ● Housekeeping

- ✦ All team members are undergoing health certification examination
- ✦ All areas within the resort will be thoroughly sanitised daily by way of fumigation and industry-approved/certified antiseptic disinfecting chemicals
- ✦ Certified environmentally friendly disinfectant washing chemicals are used for laundry and industry-approved sanitising
- ✦ fumigation chemicals are used for storage areas and transportation buggies



## ● Housekeeping

- Enhancement Hazard Analysis Critical Control Point (HACCP) standards, training, and certification maintained throughout all resort operations
- All public toilets are equipped with soap and sanitising gel in a dedicated dispenser
- All touchpoints, fixtures, and fittings within the villa are sanitised twice a day
- All villas maintain a deep cleaning and sanitisation process with a fumigation machine using certified sanitising liquids at every departure and before all arrivals
- Hand sanitiser bottle and alcohol wipes will be provided in each villa
- A separate sanitised bag to be disposed is used to collect used masks and other disposable items then treated separately within the waste management processes
- A dedicated inventory of buggies are allocated for guest transport only, which are frequently sanitised throughout the day



## ● Restaurants and Bars

- Compulsory dining reservations will apply to all outlets to avoid an overcrowded environment
- Physical distancing between tables is assured at all outlets
- All restaurants and bars are designed for the tropical environment, therefore have permanent natural circulation of air with large Maldivian palm touched roofs and high ceilings
- Menus are available digitally via QR code, easy to download by the guests directly to their smartphones
- Sanitising gel dispensers are available at the entrance of each restaurant and bar



## ● Restaurants and Bars

- An à la carte menu will be offered and no buffet service will be available at the all-day dining restaurant
- A compulsory standard is enforced by the resort for all team members at all restaurants and bars to wear a mask and gloves at all times during operating hours
- Table surfaces are sanitised at each resetting
- Individually packed condiments served to guests
- All linen items used are washed with certified disinfecting chemicals on a daily basis
- Garnish for drinks are served from sanitised containers with dedicated tongs
- Breads are served in rolls from sanitised containers with dedicated tongs
- Individually packed butter is served in single portions
- Operating hours are extended half an hour before the normal opening hours and half an hour after the normal closing hours at all outlets
- Private Dining and In-Villa Dining is encouraged to allow guests to enjoy a memorable stay in paradise as it's reassurance on physical distancing between other guests
- Pools and beach towels are replenished frequently and washed with certified disinfecting chemicals
- All team members are certified and trained in compliance with Hazard Analysis Critical Control Point (HACCP)
- Tools and crockeries are washed with certified disinfecting chemicals and stored at sanitised areas, handled by staff wearing protective gloves and masks





## ● Culinary


- Implementation of the Hazard Analysis Critical Control Point (HACCP) standards at all kitchens and back of the house
- operation area following frequent training certification to be adhered to by all team members
- A compulsory standard is enforced by the resort for all culinary team members to wear a mask, gloves, hairnets, and aprons as part of their uniform at all times during operating hours
- Fruits and vegetable are sanitised at the receiving phase before storing
- All kitchens are sanitised with sanitising spray and fumigating machine at the beginning of each shift
- Operating hours are extended half an hour before the normal opening hours and half an hour after the normal closing hours at all kitchen stations
- Team members part of the food handling process is undergoing health certification
- Pest control spray is maintained daily with certified and environmentally friendly chemicals



## ● The Spa

- All team members are undergoing health and safety certification
- Treatments to be booked in advance to avoid overcrowded treatment areas during rush hour
- Operating hours are extended half an hour before the normal opening hours and half an hour after the normal closing hours
- All areas at The SPA to be sanitised daily at the beginning and end of the day with certified sanitising spray and a steam machine
- Each treatment room will have a one-hour break between treatments with open windows before the next treatment and the room is sanitised with certified sanitising spray and steam machine
- A compulsory standard is enforced by the resort for all therapists providing treatments to wear a mask, gloves, hairnets, and aprons as part of their uniform at all times during operating hours
- All guests are provided a mask at the entrance of the spa before treatment unless it is a facial treatment

## ● General

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- All service and drinkable water are tested at certified local health authority's laboratory weekly
  - All chemicals used are certified disinfection with health safety and environmentally friendly certifications'
  - Air-condition filters are frequently changed, and units frequently maintained to prevent gas leakage
  - Health and Safety training is enhanced, and hourly training increased to all team members for practical tasks, awareness, and customer guidance capabilities
  - The resort has allocated a group of villas as isolation accommodation, in case of treating guests with suspected symptoms of COVID-19
  - The resort is at only 20 min speedboat from the dedicated COVID-19 Hospital base
  - The resort has a resident professional Doctor and Nurse available 24/7 days a week
  - The resort is equipped with a First Aid Room fully stocked with medicine required for proper medical consultation with a Doctor who is on duty daily
  - All team members undergo a daily temperature control check
  - A number of staff rooms have been allocated at the staff accommodation as isolation rooms in case of treating any team member with suspected symptoms of COVID-19
  - The resort has a dedicated and well-trained COVID-19 task force that complies with the Health and Safety plan of the resort pertaining to COVID-19. They directly liaise with the local health protection agency, relevant branches of the ministry of health of the Maldives, and the country's COVID-19 Hospital to handle any unforeseen circumstances/scenarios related to COVID-19
  - The resort is committed to complying with all local health and safety measures, as well as ministerial circulars and guidelines