

Warm greetings from Anantara Dhigu, Anantara Veli and Naladhu Private Island Maldives,

We are committed to safeguarding guests' safety, health and wellbeing through our 'Stay with Peace of Mind' initiative. We have taken extra measures to reflect the advice and guidance of the World Health Organization, Health Protection Agency (HPA) and the local authority.

Key measures include:

Arrival & Departure

Guests have the option to check in online prior to arrival and check out online before they depart. In order to ease the registration process, guests are requested to send their passport copies via email prior to their arrival. Everyone arriving at our airport lounge has their temperature checked. All luggage is sanitised with Lysol spray before it enters the airport lounge.

Transport

Speedboats used for airport transfers and/or excursions are fully sanitised after every journey. Our captains and crew follow the strictest hygiene standards and hand sanitiser is available in every speedboat. Everyone is wearing masks during the journey.

Anantara App

The new digital application will allow guests to control how they engage with our team members. Limiting face-to-face interactions, the chat box is giving guests the option of contactless engagement throughout their stay. Features include the ability to make restaurant and spa reservations, request luggage pickup, order in villa dining, and much more.

Guest Guardians

A Guest Guardian has been appointed to ensure the highest level of health and safety compliance at all guest touchpoints.

Medical Care

An onsite full-service medical facility is available for our guests, where our team of fully qualified medical staff provide expert care 24 hours a day.

Team Members

All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and personal protective equipment and physical distancing awareness.

Public Areas

We have significantly increased cleaning schedules in all public areas with particular focus on high-touch areas such as door handles. We strictly adhere to physical distancing best practices and we have set up temperature screening stations in selected areas such as restaurants and spa.

Villas

Villas are thoroughly cleaned and disinfected after every stay, including the use of electrostatic machines. Every villa contains a personal hygiene kit with mask, hand sanitiser and antibacterial wipes for each guest.

Bars & Restaurants

Table spacing and à la carte-only dining have been introduced to ensure physical distancing compliance and the highest hygiene and safety standards. Prior reservations are required.

Fitness Areas

Use of fitness areas has been restricted to one villa at a time in line with physical distancing best practices. Cleaning schedules have been increased and hand sanitisers are available throughout fitness areas. All health and safety measures in our fitness areas are fully compliant with local requirements. Prior reservations are required.

Welcome Back

As we envision and hope for a brighter, freer future, Anantara Dhigu, Anantara Veli and Naladhu Private Island Maldives look forward to welcoming you back from 1 October 2020 with our traditional hospitality and personalised service immersing you in unique cultural experiences and celebrating the freedom to explore in authentic luxury.

Wishing you peace of mind,

Giles Selves
Cluster General Manager