



THE RESIDENCE MALDIVES

precautionary measures

general measures.

- All staff will be tested for rapid antibody test or polymerase chain reaction (PCR) test when arriving at the resort.
- All staff will be wearing face mask & gloves when handling guests and guests' luggage or belongings.
- All staff will be trained on social distancing, use of personal protective equipment (PPE) & disinfection processes.
- Temperature checks on staff before they start their work.

arrival.

- All guests will be given a care package which includes Face Masks & Hand Sanitizers (Pet Bottle) on arrival at Male' International airport.
- Seats in airport vehicles & speed boats will be assigned as per the social distancing norms.
- Airport vehicles & boats will be disinfected after every trip.
- Guests' luggage will be disinfected before delivered to villa.

housekeeping.

- All villas will be disinfected before guests' arrival.
- Housekeeping staff will be wearing face mask and gloves during cleaning & servicing of the villas.
- Linen will go through a disinfection process before it is washed in the laundry.
- Door handles & taps in public area will be disinfected on a regular basis.
- Guest Service Directory and In-Villa Dining menu will be available in the Television.

dining & bars.

- All staff will be wearing face mask & gloves during the service.
- Table layout will be as per social distancing norms.
- Menu will be in iPad which will be disinfected after every guest usage.
- Cutlery, Crockery & Glassware will be disinfected & sanitized after each usage & then washed in dishwasher.
- Napkins will be disinfected before it's washed in the laundry & it will not be touched by bare hands at any stage.

kitchen.

- All staff will be wearing face mask & gloves inside the kitchen.
- Fruits & Vegetables will be sanitized & stored in the chillers & freezer.
- Monitoring of food contact surfaced when using disinfectant.
- If Buffet is served, more Chefs will be on the Floor to serve the guests.
- Buffet spread will be mainly individual a-la minute stations for live cooking upon guests order.
- All Buffet food are individually portioned.
- Food containers are cleaned, disinfected & sanitized properly.

spa.

- All staff will be wearing face masks during the treatments.
- Guest slippers to be sanitized after each use.
- Treatment rooms to be disinfected after each treatment.
- Treatment with minimal contract such as Thai Massage or Hot Stone Massage.
- COVID-19 Awareness signage displayed throughout the Spa
- Spa Therapists will sanitize their hands before commencing the treatment.
- Spa Therapists will sanitize guest's hand/feet before commencing the treatment.

dive & water sports.

- All staff will be wearing face mask & gloves during opening hours.
- Diving gear will be disinfected & sanitized after each use.
- Snorkeling fins, masks & snorkel will be disinfected & sanitized after each use & before issued to guests.
- Social distancing norms will be maintained during the boat ride for diving.
- Excursions will be conducted with the social distancing procedures including limiting the number of guests.
- Sanitizers will be placed in the diving & excursion boats.

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by *Cenizaro*