

COCO
COLLECTION

COCO SAFE PLEDGE

Rediscover Your Coco Sanctuary



Coco Collection is delighted to welcome you to the Maldives. In the wake of the novel coronavirus outbreak, we have enhanced our rigorous cleaning and disinfecting protocols at every step of your stay with us.

The Coco Safe Pledge combines our values of safety with our dedication to creating memorable and poignant experiences for our guests. Underpinned by our dedication to environmental sustainability and social responsibility, it is our commitment to creating a safe and comfortable environment for all our guests and associates.

The full details of the Coco Safe Pledge are available on our website.

Your Journey to the Maldives



- You will receive a pre-arrival check-in form in order for us to get ready with your preferences.



- Please note that all travellers to the Maldives are required to wear a face mask at the airport premises.



- Upon arrival, you will require the below documents at Immigration for your tourist visa:
 - **Resort Booking Confirmation**
 - **Return Flight Tickets**



- All travellers to the Maldives will be temperature scanned at arrival, and symptomatic individuals may be tested by the health authorities.



Your Journey to Coco

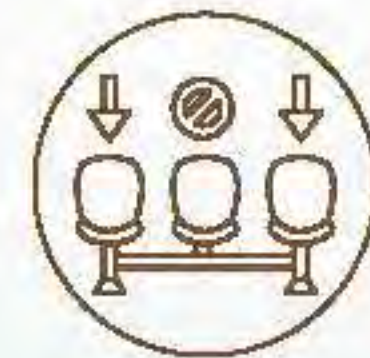


You will be met at the Arrivals Hall by one of our Guest Relations Officers who will assist you with your onward transfer, while maintaining a safe distance

We request that you keep wearing a face mask during your transfer to the resort. You do not need to wear a mask once you reach the island.

If your stay is at Coco Palm Dhuni Kolhu, we are introducing the option to take a speedboat transfer instead of the seaplane if you would prefer

All your luggage will be disinfected using electrostatic sprays before being loaded on to the boat or seaplane



Speedboats and life jackets are disinfected in-between each journey

For your comfort and safety, the number of passengers on our transfer boats has been reduced to allow seating to be spaced out

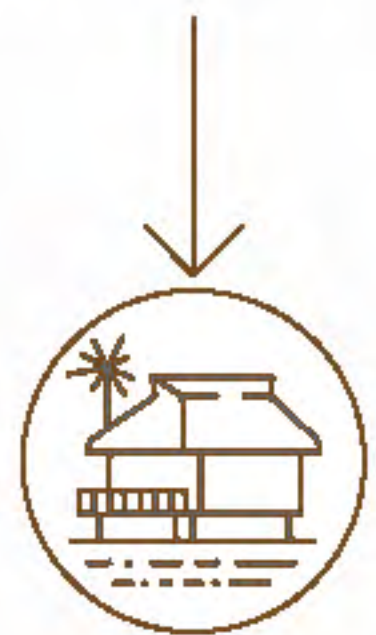


Your Stay



Upon your arrival at the resort, we will be checking your temperature using digital thermometers.

We will also be conducting daily temperature checks at the restaurants.



You will be escorted directly to the villa and any remaining check-in procedures will be completed there.



Villa orientation can be provided upon request. We welcome you to take a virtual tour from our website gallery prior to arrival.



Your luggage will be taken straight to your villa after being disinfected again.

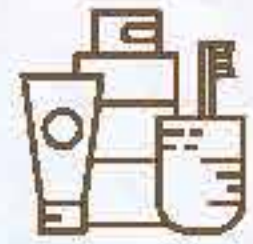


Wherever possible, communications have been digitalised so that your holiday experience is as seamless as possible. All our dining, spa, and experience menus are available to view through a QR Code.

Your Villa



- Your villa will be deep cleaned according to World Health Organization and local authority guidelines and kept vacant for a minimum of 24 hours after the previous guest check-out.



- We have minimised the amenities in your villa in order to reduce high-touch points, however these items are all available upon request. You can also indicate your preferences on the pre-arrival check-in form.



- Our Housekeeping team will clean and disinfect your villa once daily. However, if you have different preferences please do indicate this on your pre-arrival check-in form.



- A welcome personal safety pack will be provided in your villa, including a bottle of hand sanitiser, reusable cloth masks, and alcohol swabs for your accessories.



- Private in-villa pools can be used as usual, however the main pool at Coco Bodu Hithi will be temporarily closed until advised otherwise by the authorities.



How We Protect You

We ask all our guests to follow hygiene etiquettes and physical distancing measures, the details of which will be visibly displayed in public areas.



HAND HYGIENE

- Ultraviolet & Touch-Free alcohol-based sanitiser dispensers are available for your use at all public areas.
- Complimentary hand sanitiser bottles will be provided in the villa.
- Our associates follow strict and frequent hand washing protocols.



PHYSICAL DISTANCING

- All our associates are trained to maintain appropriate physical distance.
- Reduced and spaced-out seating in restaurants and public areas.



RESPIRATORY HYGIENE ETIQUETTE

- Reusable masks are available in your welcome personal safety pack for you to use if you wish.
- Disposable masks are available for purchase.
- Our island resort was designed to let the natural flow of air in and out of villas and restaurants, allowing fresh air to circulate freely.



ENHANCED & INNOVATIVE DISINFECTING MEASURES

- Digitalisation of Menus and compendiums.
- Use of Electrostatic Disinfectant Sprayers to ensure a thorough and even application of disinfectant on all surfaces.
- High-touch points in public areas are cleaned and disinfected hourly.
- Strict and thorough measures in our back of house operations to protect both you and our associates, such as the way we handle laundry, procurement, maintenance and waste management.



Your Experiences

SPA



- Spa services will continue with enhanced cleaning and disinfecting measures, including allowing for more time in between clients.
- We request that all spa appointments are pre-booked as far in advance as possible, with a minimum of 24 hours' notice.

DINING



- If you wish to dine at one of our restaurants, we encourage you to book your table in advance.
- We will be serving à la carte menus with select live cooking stations while adhering to safety guidelines.
- Private dining experiences are available for you to enjoy at the comfort of your villa or out on the beach.



LIFESTYLE EXPERIENCES

- Group excursions will be carried out while adhering to safety guidelines.
- Our extensive menu of lifestyle experiences is available for you to enjoy in complete privacy. Contact our Lifestyle Hosts to arrange these private experiences.
- All equipment used in our lifestyle experiences, including diving and water sports, is cleaned and sanitised after each use.
- We encourage guests to bring their own snorkelling gear. Alternatively, snorkels are available for purchase.
- All our dive centres have enhanced disinfecting safety measures in place for the premises and equipment.



Our Team is Prepared

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- All our associates have been trained by NSURE, a leader in Health & Safety practices in the hospitality industry. They have been trained in preventive measures to help guide and protect you. Our associates are always on hand should you require any assistance or information.



- An in-house trained medical officer will be present at all times at the resort.

- A dedicated Health Desk is located at the Reception area should you need any medical assistance.



- Our management team is prepared with isolation measures in place to protect our guests and associates should there be any suspected cases.



For More Information

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