



SUN SIYAM
RESORTS

SUN SIYAM CARES PROGRAMME
GUEST JOURNEY OVERVIEW

www.sunsiyam.com



STAY INSPIRED AND TRAVEL WITH ASSURANCE

Today we are faced with one of the biggest challenges, as a company, as an industry, but most of all as individuals. More than ever, today we realize what is most important; wellbeing. We sincerely wish you good health and safety. We hope you and your family are keeping well during this unprecedented time. Our journey would not have been worthwhile without your loyalty and support. We thank you for being our family & friends.

Your safety and security has always been a priority in our quest for high service standards and guest experience. With the recent pandemic, we understand the need to uplift our health and safety standards for a worry free stay at Sun Siyam Resort. Based on WHO and national guidelines, we are delighted to launch our new Sun Siyam Cares programme. This has been designed to offer you a minimal contact experience and implemented with the utmost safety, health and wellbeing in mind, to ensure an environment that is safe and healthy for both our team and guests.

We are committed to offer a healthy, safe and luxurious, authentic Maldivian experience. We look forward to seeing you soon at our shores. Until then stay safe and healthy. Stay inspired to embark on a journey with us.



SUN SIYAM CARES ON YOUR JOURNEY WITH US

CHECK-IN & FRONT DESK OPERATIONS

- ✓ To ensure a smooth and seamless check-in and departure, our team have been trained to deliver a high standard of service with minimal physical contact.
- ✓ All guests will be required to check-in online through our website for a contactless check-in.
- ✓ Guests will receive a temperature check upon arrival and randomly throughout their stay and our team have been trained to identify any guests with respiratory symptoms.
- ✓ Floor markers for safe distancing at front desk and all major outlets will be placed.
- ✓ Our team will provide guests with safety amenities such as mask, gloves and sanitizers upon request.

PUBLIC AREAS

- ✓ A dedicated sanitation team has been employed to frequently disinfect and sanitize all public areas.
- ✓ Sun Siyam Resorts will be using Ecolab cleaning products. These are environmentally friendly and comply with the stringent WHO and Maldivian government guidelines.
- ✓ Placement of hand sanitation dispensers at points of entrance in all public outlets.

RESTAURANTS & DINING

- ✓ All restaurants and bars will have social distancing in place, with tables at least 1.5 meter apart from each other.
- ✓ Restaurant menus will be available through QR code scan, on request iPad and printed menus will be made available.
- ✓ Buffet restaurants will require prior booking. A team member will assist with the food service as there will be no self-service.
- ✓ Sunbeds in pool and beach areas will follow social distancing protocols.

HOUSEKEEPING SERVICES

- ✓ Each room will be cleaned and then sealed as there will be a 24-hour vacancy period between each guest arrival to ensure each room is kept scrupulously clean and hygienic.
- ✓ The air conditioning systems in each of the occupied rooms will be thoroughly cleaned and disinfected after each guest vacates the room.
- ✓ A sanitizer will be placed in each room for guests' convenience and comfort.
- ✓ All surfaces, including identified high touch points such as door handles, drawers, TV remote and bedside tables will be cleaned and disinfected.
- ✓ Removal of in-room amenities such as pens, notepads, menus and directory for further safety, and available upon request.
- ✓ Daily housekeeping service will be discontinued for safety assurance, and will be available upon guest request only.

SPA

- ✓ Pre booking will be required through our designated messaging or by dialing the spa extension, we would prefer to limit walk-in guests to minimize the traffic at spa front desk.
- ✓ All guests will be required to shower prior to any treatment.

RECREATION & ACTIVITIES

- ✓ All our outlets including water sports, diving centre, gym will be available in compliance with social distancing.
- ✓ Group activities will have limitations in number of participants to be able to implement social distancing.
- ✓ Some of the activities will only be available for private sessions, please do check with the relevant outlet for further details.

WELLBEING & CARE

- ✓ Resort will have a resident medical officer on site who is certified by HPA.
- ✓ A resident doctor is available at each of the Maldivian islands within the Sun Siyam Resorts portfolio.
- ✓ The doctor is available to all guests and there is no extra charge for the consultation service.

TEAM MEMBERS

- ✓ The programme follows strict WHO and national guidelines and is further elevated for our guest and teams' wellbeing.
- ✓ A Sun Siyam Cares Manager is appointed at all Sun Siyam Resorts to implement, monitor and audit the guidelines.
- ✓ All team members will be going through a comprehensive training on the safety measures on a regular basis, during and after preopening.
- ✓ Frontline team members will be required to wear protective gear on duty.

KIDS CLUB

- ✓ There will be a limitation on the number of children allowed at the facility at any given time, hence early booking is recommended.
- ✓ All children will be required to shower prior to using the facility.
- ✓ Children below 4 years will not be allowed at the facility.
- ✓ Babysitting service will cease until further notice in line with government guidelines.

Stay Inspired
for future adventures

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