



BAROS

MALDIVES

Travel Guide



Dear Valued Guest,

The past few months have shown us how fast our needs can change within a very short time frame. That is why we have used this time to adapt to this new situation and your requirements.

We promise that you will find space, privacy, security and comfort here at Baros Maldives and your health, well-being and peace of mind are of the utmost importance to us.

All of us at Baros Maldives look forward to your next stay with us, helping you create unforgettable moments and providing you with the legendary comfort of our blissful island.

On behalf of everyone at Baros Maldives

*Shijah,
Resort Manager*

Is it safe to travel to the Maldives with regards to COVID-19? If there are cases of infections in Male', will tourists be vulnerable?

General precautions should be taken by the guests to protect themselves from getting infected whilst travelling to the Maldives.

As a Guest of Baros, you will not travel into Male' as you will be escorted by our team from the arrival hall at the international airport in Male' to the Baros Maldives speed boat straight away.

All our staff undergo daily temperature checks and are fully informed of the safety and hygiene precautions put into place by the government of the Maldives and the resort.

Furthermore, Baros Maldives is one of the smaller resorts and we limit the number of people on the island at any one time. Your Villas offers complete privacy and housekeeping and Villa Host services can be adjusted as per your wishes.

What are the options for me to book the island?

You can book their stay at Baros Maldives through all the usual channels.

Exclusive Island Buy-Out: You can also opt to book the entire island to spend time with friends and family exclusively. For further information, please contact reservations@baros.com

What is the cancellation policy if I wish to cancel my booking?

- Cancellation upto 7 days before arrival will be fully refunded.
- Should any cancellations be caused by or related to any governmental decisions or air-travel restrictions, a full refund will be given.

The above cancellation terms are valid until 15 December 2020, and do not apply for the exclusive island buy-out.

What are the precautions being taken by Baros Maldives?

BEFORE YOU TRAVEL

You are advised to use masks while travelling and also carry hand sanitizer at all times during their stay. Social distancing is highly recommended at all times during your travels.

ARRIVING AT MALE' INTERNATIONAL AIRPORT

- Members of the Baros Maldives team will welcome you at the airport on arrival just outside of the arrival hall.
- Our team will provide hand sanitizer for you and sanitize the handles and zippers of your luggage as a standard practice.
- Along with your luggage, you will be escorted by our team to the Baros Maldives speed boat.
- We recommend to carry a few printed passport copies with you which you can handover to our team upon arrival. This will eliminate having to touch passports.
- We recommend using a passport cover so that the passport does not have to be touched by the immigration staff.

YOUR ARRIVAL AT BAROS MALDIVES

Upon arrival at Baros Maldives you will be greeted from the jetty and escorted to the Sails Bar where your personal Villa Host will welcome you and escort you to your Villa. The Villa will be fully disinfected and air conditioning filters will be cleaned after every guest departure. Your Villa Host will take care of your every need during your stay.

WHAT IS DONE TO PREPARE MY VILLA BEFORE ARRIVAL?

- The entire Villa including furniture, fixtures and your private pool will be disinfected for your safety and comfort.
- Our housekeeping service will be based on your personal preference.
- Your Villa will be kept vacant for 48 hours from the last guest check-out till the new guest check-in. During this period, the entire Villa will be fully disinfected and prepared for the next arrival.
- For Villas with private pools, the pool will be fully disinfected during the 48 hours and tested before your arrival to your Villa. Regular pool testing will be done along with the housekeeping service.



BAROS MALDIVES RESTAURANTS

- All restaurants will provide automated hand sanitizer dispensers for your use upon arrival to the restaurants and bars.
- The tables in all restaurants and bars will be placed at a minimum distance of 2 metres apart from each other.
- All restaurants and bar staff will wear masks and gloves.
- All the menus, tables and chairs in the bars and restaurants will be sanitized after every guest use.
- After every service, the entire restaurant will be fully sanitized after the last guests have left.
- In each restaurant and the bar, you will be allocated one person to serve you for the entire duration of your dining experience in order to minimize the number of contact persons.
- The main pool at the bar will be fully disinfected on a daily basis.
- All sunbeds and loungers will be positioned at least 2 metres apart at all times.

BREAKFAST, LUNCH AND DINNER

Baros Maldives will be providing an A La Carte breakfast for all guests at our lagoon-side Lime restaurant every morning. Breakfast can also be enjoyed within the comfort of your own Villa at no extra cost. Meals that are included in your meal-plan can also be provided in the privacy of your own Villa at no extra cost.

IN VILLA DINING

In-Villa dining service will be arranged by your Villa Host at all times and the orders will be delivered to the Villa from the service door at the back to minimize number of people entering your Villa and to ensure your privacy at all times. Private dining options for all meal times will be available throughout your stay.

ACTIVITIES AND EXCURSIONS

All activities and excursions will be available to book privately during your stay. If you wish to join any group excursions, we will be limiting the number of guests to four to six guests per activity.

GYM

The gym equipment and all public area washrooms will be disinfected every hour during the day. We encourage you to use the wipes provided to clean the gym equipment after using it.

SERENITY SPA

Our Spa treatment rooms are all in separate pavilions and offer total privacy. We will provide the treatments as usual in our Serenity Spa or in your Villa, however additional hygiene measures will be in place. All treatment rooms will be sanitized between treatments and kept unused for at least 3 hours between treatments.

UPON CHECK-OUT

Your Villa Host will make the arrangements for the check-out and final payment to be done in your Villa. We recommend avoiding carrying cash whilst travelling as the usage of credit cards is safer.

Should you wish to personally leave a gratuity to a team member, we are more than happy to add the amount to the final bill.

DEPARTURE BY SPEEDBOAT

- Upon departure, you will be provided with a 100 ml sanitizer bottle as well as three face masks per person.
- When arriving at the airport by speedboat, our colleagues will escort you through security and check-in whilst maintaining the required social distancing measures.
- Your luggage handles and zippers will be sanitized.
- Our colleagues will arrange a disinfected trolley for your luggage and escort you to the international check-in terminal.
- Our colleague will handle the check-in process for you whilst.
- If you are travelling in economy class, we will assist you in purchasing business class lounge access for you at Male International Airport.

MEASUREMENTS TAKEN FOR TEAM MEMBERS

- All team members undergo temperature checks and contact tracing on a daily basis.
- All team members will remain on the island unless they go on leave, in which case a two week quarantine period and a negative COVID-19 test result is required before they attend duty.
- Should any of the team member have any fever, cough, cold etc. symptoms, the team member will not be allowed to work and will be isolated on the island in a separate room.



What is the protocol if a guest is suspected to have the virus while at the resort?

- If any guest exhibits symptoms such as coughing, sneezing, difficulty in breathing, the resident medical personnel will be informed and attend to the guest in their villa.
- The medical personnel will check travel history and other relevant information relating to the guest and will medically evaluate the guest.

What is the protocol if the guest does not have COVID-19 related symptoms?

Our resident medical personnel will examine the guest, provide the respective medication and check the guest on a daily basis. Furthermore, a contact tracing record will be kept as a precaution.

What is the protocol if the guest displays COVID-19 related symptoms?

- Our resident medical personnel will take actions and isolate the guest in a separate room on the Water Villa jetty. The Health Protection Authorities (HPA) of the Maldives will be informed.
- The General Manager and Resort Manager will personally trace back the activities of the guest and identify who and where the guest has had any contact with.
- Team members who had contact with the guest will be isolated in separate rooms.
- Further advice and action will be taken based on the HPA protocol.

What measures have the local health authorities put in place to prevent an outbreak?

The government has put various measures in place to ensure the best possible way to contain the spread of COVID-19 within the Maldives. Among others, these actions include strict monitoring of travellers upon arrival and rigorous hygiene rules implemented by the HPA.

To whom can I speak with in order to get more information about onsite prevention and any other information?

All team members at Baros Maldives are always at your service. Our Resort Manager, Shijah, can be contacted via email at ibrahim.shijah@baros.com for any further information.

Do you have isolation rooms for any guests or team members who show symptoms?

We have allocated several Villas as isolation facilities for any guests who show COVID-19 symptoms and we will follow the guidelines implemented by the HPA and the government.

Additionally, we have several rooms allocated for team members for isolation purposes if needed.

Do you have any medical facilities available on the island?

Yes, we do have a fully equipped first aid medical facilities on the island. The medical personnel is available 24 hours. The nearest hospital can be reached within 20 minutes by speed boat.

