

# WE ARE COMMITTED TO YOUR SAFETY



## ARRIVAL IN THE MALDIVES

### AIRPORT ARRIVAL

- Representatives wearing masks and gloves
- No physical contact during greetings

### SEAPLANE TERMINAL LOUNGE

- Thorough sanitisation of the airport lounge, following all health and safety protocols
- All tablets and ID scanning machines are cleaned and sanitised after each use
- Personal Protective Equipment (PPE) will be provided to all guests travelling to JA Manafaru



## CHECK-IN & CHECK-OUT

- Welcome sanitisation kits will be available for each guest
- All staff are equipped with masks and gloves at all times
- All ID/Passport scanners and payment machines are sanitised after each use
- Contactless payments are preferred where possible
- All physical and electronic keys are sanitised before and after usage



## RESTAURANTS

- Restaurant entrances and exits are equipped with alcohol wipes or hand sanitiser dispensers for guest usage
- Temperature check for guests will be conducted on arrival
- All staff will be wearing masks and gloves at all times
- Waiters stations are sanitised on the hour
- All tables are sterilised after each guest
- All tables are equipped with sanitisers for guest usage (applicable to all UAE based properties)
- All restaurants maintain a distance of 2 meters between tables
- Dining time must not exceed more than 3 hours
- Maximum area capacity will be applied



## TRANSPORTATION

### TRANSFER TO JA MANAFARU & JA ENCHANTED ISLAND RESORT

- Boats are sanitised after each trip
- Personal Protective Equipment (PPE) will be provided to all guests travelling to JA Manafaru

### TRANSFER TO JA HATTA FORT HOTEL

- Cars are sanitised after each trip
- Hand sanitiser and face masks available for each guest



## LUGGAGE & BUGGY RIDES

- All luggage is handled by staff wearing masks and gloves
- Luggage will be fully sanitised and marked clean with a sticker
- Buggies are sanitised after each use
- Buggies capacity will vary based on social distancing regulations
- Complimentary bicycles offered at JA Manafaru are sanitised daily



## SWIMMING POOLS (UAE)

- Temperature check for guests will be conducted on arrival
- Maximum area capacity will be applied
- Sunbeds are disinfected and follow 2 meters social distancing guideline
- In alignment with UAE government directives no gatherings of more than 5 people are allowed & children must be accompanied by adults at all times
- Pool usage time must not exceed more than 2 hours
- JA recreation team members on location to provide safety guidelines



## UAE-BASED HOTEL ARRIVAL

- Self-parking only, no valet service available
- All guests and visitors will be screened upon arrival (Temperature above 38 degrees Celsius is subject to further testing)
- Properties are cleaned and sanitised thoroughly in accordance to health & safety regulations
- Hand sanitisers are placed throughout the properties in different locations including lobby, front desk, bell desk, etc.
- Guests & hotel staff must practice social distancing



## HOUSEKEEPING

- Housekeeping teams are provided with Personal Protective Equipment (PPE)
- Bathrooms are thoroughly sanitised with internationally recognised chemicals
- Balconies & terraces are serviced by internationally recognised protocols from Diversey and sanitised accordingly
- All hard surfaces are disinfected
- All soft furnishing, such as mattresses, pillows, and duvets (including outdoor cushions) are disinfected. At JA The Resort a Vapodil machine (European dry vapour technology that kills viruses, bacteria and mould) is used
- New PPE is used to bring all clean linen into the room
- Rooms are finally vacuumed and mopped thoroughly
- All cleaning equipment is sanitised with hospital grade chemicals
- All linen is washed at a new-set temperature of 80 degrees Celsius, in accordance with international temperature standards to kill bacteria
- Certain room and bath amenities have been removed to mitigate cross contamination. These items are available upon request
- New sterilisation practices are implemented for all public areas

**Safe  
travels**

approved by