

07th June 2020

Dear guest and business partners

Discover a “Safe” Paradise

The Maldives, a paradisiac natural and luxury tourist destination, has experienced an unprecedented closure of the borders, as the global travelers were in a lockdown at their country of origin due to the pandemic of COVID-19, which has created a state of uncertainty and hesitation to travel all over the globe. As consequences tourism business reached a flat graph and resort paused their operations.

Our thought and sympathies are with all guests and business partners and their families who have been affected and to our team members living abroad with their families. We have, in the meantime been working on bettering our processes, services and setups, prepared a *Health & Safety Enhancement Protocol*.

We are ready to welcome back our loyal repeaters and the global travelers, we would like to reassure everyone the Maldives, is a country incorporated with natural safety, made of scattered natural islands and atolls, with a such natural safety environment where the natural tropical wind blows over palms leaves through natural forests safe guarding us from any threat, the one island one resort concept, natural distanced villas’ at each resorts’ allows a luxury living in pace a safety, with as much you can imagine personalized private services, activities and add-ons.

Our cleaning, health and safety standards have always been in compliance with the global and local authorities and certified, as the concerns are raising for the pandemic COVID-19, we are enhancing the latest guidelines received from the authorities in both operational processes and health measures.

As the safety and comfort of our guests’ and our team members are our priority, our talented learning and development team has tailored a dedicate educational modules to ensure team members are well skilled to engage and guiding through the enhanced health and safety measures for a smooth relaxing holiday and the team members to deliver the excellence in the utmost safe way.

Discover a “Safe” Paradise also on our socials and website, visit us right now on a virtual tour and enjoy our virtual Concierge “Carrie” ready to assist and answer any question.

Warmest regards

Raffaele Solferino
General Manager

Health & Safety Enhancement Protocol

FRONT OFFICE

- At arrival gate staff welcomes the guest and distribute a Covid-19 info summary via QR code
- All guests are undergoing temperature control before entering the speedboat
- All luggage's are sanitized by using the sanitizing steam gun before entering the speedboat
- All guests are welcomed on our speedboats with cold towels, bottle of water, health & safety kit with mask, sanitizing gel, sanitizing napkins and gloves.
- Sanitizing gel dispenser will be available on each speedboat.
- Our team members will wear mask and gloves
- Physical distancing of over a meter, is guaranteed on board of our speedboats
- Welcome arrival committee at the resort's arrival jetty will ensure physical distance.
- In-Villa-Check-In standard to all villa's categories, will avoid contacts and waiting lines at reception.
- Transport from the arrival jetty to the allocated Villa will be by buggy which are frequently sanitized by using the sanitizing steam gun
- All staff at the resort will wear masks and gloves
- Welcome kit and Welcoming briefing at the Villa to be done by using the TV screen and invite the guests to scan the barcode available on screen and download all, resort info, covid-19 alerts, menus, and guest's directory
- Digital payments are available from global online digital platforms
- At reception desks when needed distancing lines are available to guide the guests maintaining the physical distancing, while all attending staff will stand and use tablet respecting physical distancing
- All resorts printouts' activities brochures etc. are available in digital version and can be downloaded via QR code made available in many strategical locations all over the resort and at each guest's villa TV.
- All payments are welcome preferably by online digital platforms or credit card, we do not encourage cash transactions in currency banknote's payment, however the resort is equipped with a sanitizing banknotes' cabinet available at receptions.

RESTAURANTS & BARS

- Compulsory dining reservations will apply to all outlets to avoid overcrowded environment
- Physical distancing between tables is assured at all outlets
- All Restaurants and Bars are designed for tropical environment, therefore are open air with a large Maldivian palm touched roofs with high ceiling and permanent natural ventilation.
- Menus are available digitally via QR code easy to download by the guests directly to their smartphone
- Sanitizing gel dispensers are available at the entrance of each restaurant and bar
- No buffet service at the all-day dining restaurant, all meals are served à la carte
- All team members are wearing mask and gloves
- Table surfaces are sanitized at each resetting
- Condiments are served individually packed
- Linen are washed with certified disinfecting chemicals
- Garnish for drinks are served from sanitized container with dedicated tongs
- Breads are served in rolls from sanitized containers with dedicated tongs
- Butter are served in single portions and individually packed
- Operating hour extend anticipating half hour the opening and half hour the closing at all outlets
- Private dining and In Villa Dining are empowered allowing guests enjoying more physical distancing
- Pool’s and beach towels are replenished frequently and washed with certified disinfecting chemicals.
- Team members are undergoing health certification for food handler’s
- Team members are certified and trained in compliance to Hazard Analysis Critical Control Point (HACCP)
- Tools and crockeries are washed with certified disinfecting chemicals and stowed in sanitized areas. Handled by staff wearing gloves

CULINARY

- Enhancement of the Hazard Analysis Critical Control Point (HACCP) to all kitchens and back of the house operations including trainings
- Team members working at kitchens to wear mask, gloves, hair netting and aprons in addition to clothing uniform
- Fruits and vegetable sanitizing process at the receiving phase before storing
- All kitchens are sanitized with sanitizing spay and fumigating with guns at the beginning of each shift
- Extend the operating hour, anticipating half hour the opening and half hour the closing for all kitchens
- Team members are undergoing health certification for food handler’s
- Pest control perfumed daily with certified and environmentally friendly chemicals

THE SPA

- Team members are undergoing health certification
- Treatments to be booked in advance to avoid assembly of crowds and rush hours
- Extend the operating hour, anticipating half hour the opening and half hour the closing
- All areas at The SPA to be sanitized daily at the beginning and end of the day with certified sanitizing spay and steam guns.
- Each treatment room will have one-hour break between treatments with open windows before the next treatment and the room are sanitized with certified sanitizing spay and steam guns.
- Team members are wearing masks, gloves, aprons where required and hair netting
- Team members provides masks to guest for the treatment unless is a facial treatment

HOUSEKEEPING

- Team members are undergoing health certification
- All areas at Housekeeping, Laundry and Uniform room to be sanitized daily at the beginning of the day with sanitizing spray and fumigation
- Laundry uses certified environmentally friendly disinfectant washing chemicals and sanitizing fumigations for storage areas and transport vehicles.
- Enhancement Hazard Analysis Critical Control Point (HACCP) applies to the entire operations including trainings
- All public areas are cleaned with antiseptic disinfecting and certified chemicals
- All public toilets provide soap sanitizing gel with dedicated dispenser
- In villa residences all touch points fixed, or mobile furniture and equipment's are sanitized at each service twice a day.
- All guests' villas are deeply cleaned and sanitized with fumigating machine with certified sanitizing liquids at each departure and before arrivals.
- Windows at the villas are kept open while cleaning, allowing an air change
- All guests' villas are featuring a sanitized bag to collect used masks and other disposable gadgets and treated separately within the waste management processes
- All guests' villas will be on stand by 24 hours before a new guest will be checked-in, in the same way.
- A dedicated inventory of buggies are allocated for guest transport only, and frequently sanitized throughout the day

GENERAL

- All service and drinkable waters are tested at certified at the local health authority’s laboratory weekly
- All chemicals are certified with disinfestation, health safety and environmentally friendly certifications’
- Air-Condition filter are frequently changed, and units frequently maintained to prevent gas leakage
- Health and Safety training are enhanced, and hour of training increased to all team members for practical tasks, awareness, and customer guidance capabilities
- The resort has allocated a group of villas as isolation accommodation in case of suspect cases of covid-19 symptoms.
- The resort is at only 20 min speedboat from the Country’s Covid Hospital
- The resort has resident professional Doctor and Nurse 24/H 7 days a week
- The resort is equipped with a First Air Room for proper medical consultation, Doctor on duty and a full stock of medicines.
- All team members are daily undergoing a temperature control
- A number of staff rooms have been allocated at the staff headquarter as isolation room in case of suspect cases of covid-19 symptoms among the staff.
- The resort has a dedicated and well trained covid task force liaising directly with the local health protection agency, branch of the ministry of health and the country’s covid hospital.
- The resort is committed with compliance of any additional local health and safety measures, as well ministerial circulars.

END- 07th June 2020