

# Key Points for Guest

## For your safety

- Temperature Check to be performed at check-in and before use of facilities
- Travel health needs to be completed by all guests and associates at <https://imuga.immigration.gov.mv/>
- Wash or sanitize your hands regularly. A face mask and hand sanitizer is provided complimentary for all hotel guests, and hand sanitizers are available around the resort.
- Contactless – check in/ check out, online collaterals, signage to communicate, delivery of items (including in-room dining) to guest room
- Distancing measures in place – at the lobby, restaurant, bar, etc. – where seating is spaced out according to safe distancing requirement.
- Maximum quota for facilities established (in line with distancing requirements) – Please remember to pre-book.
- Hourly cleaning of high-touch areas in guest rooms, facilities, and public spaces such as arm chair with EPA-approved disinfectants.
- Guest room cleaning involves steaming of pillows and linens will be delivered fresh (in sealed bag) and unpacked in the guest room.
- Mainly A La Carte F&B offerings during this period. Table setup will only be done upon guest arrival to avoid contamination.

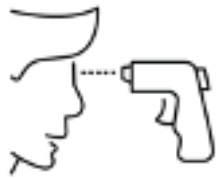
Banyan Tree Group is committed to ensure a **Safe Sanctuary** for both associates and guests. We have launched The SafeSanctuary Programme which incorporates protocol of assurance and wellbeing standards. Partnering with **Bureau Veritas**, the program demonstrates the rigor of Protect, Provide, and Prevent with over 40 areas of enhanced protocols throughout the guest and associate journey on property.

Scan here to learn more:



# Our Measures - Key Message

To ensure your safety



Installed checkpoints at the main entrance and public areas



Increased cleaning surfaces in public areas



Provide hand sanitizer gel across the resort



Take care to wash your hands frequently



Your villa has been cleaned and disinfected. Additional room amenities are available upon request



Additional disinfection measures are higher frequency of air conditioner cleaning



Apply physical distancing rules and limitations in each area



Contact reception at "0" if you are feeling unwell



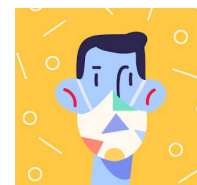
Drop your villa key at reception and opt for contactless payment



For more information from WHO



For more information from Maldivian Government



TraceEkee Maldives tracking Application available on GooglePlay and App Store

# Useful Information

## Before Traveling to Maldives

### PRIOR TO TRAVEL TO MALDIVES

- Tourists are not required to produce a certificate or test result indicative of negative status for COVID-19 prior to entry in to Maldives.
- Persons who have a history of contact with a suspected or confirmed case of COVID-19 within the past 14 days and/or persons who have fever or respiratory symptoms such as cough, sore throat, shortness of breath within the past 14 days should not travel to Maldives.

### ON THE FLIGHT

- All passengers must wear face masks passenger and be advised to replace when it becomes wet or soiled unless he/she
- is less than 6 years old,
- is having a medical reason for not wearing facemasks,
- is eating, drinking or taking oral medication,
- is removing the mask under a crew member's direction
- All passengers must fill the health declaration form on board the air craft or should complete their online Health Declaration Forms before arrival (but not exceed 24 hours before arrival time).
- As per Health Protection Agency of Maldives (HPA), if you have developed any of the following symptoms: fever, cough, sore throat, runny nose, breathing difficulty, please stay in your seat and inform the cabin crew. You are advised to wear the face mask at all times during the flights.

### UPON ARRIVAL AT THE AIRPORT

- If you develop any of above symptoms upon arrival, please inform the Immigration desk or the Border Health desk.
- All arriving passengers must wear masks.
- Physical distancing shall be maintained at least 1 meter at all times.
- Hand sanitizer is provided throughout the airport. The practice of good hand hygiene is recommended.
- Temperature checks and screening measures will be carried out at the first point of entry for tourists and special attention will be paid to individuals exhibiting COVID-19 symptoms including, but not limited to, cough, runny nose or shortness of breath.
- Those exhibiting COVID-19 symptoms on arrival must undergo a PCR test. If one member of a group traveling together displays symptoms, all members of the group shall be tested. Tourists or the tourist facility, where the tourist is booked to stay in the Maldives, shall bear the cost of the PCR test conducted on symptomatic tourists.
- Health Authorities may elect to conduct randomized PCR tests on individuals arriving in Maldives. Government will bear the cost of random tests.
- Encourage all tourists to install the contact tracing app "TraceEkee".