

KUDAFUSHI RESORT & SPA 2021

Resort Preventive Measures during Post COVID-19

☎ (+960) 6580080

reservations@kudafushiresort.com

www.kudafushiresort.com



ESSENCE OF OUR PLEDGE TO YOU...

“New Guest Experience & Safe Tourism”.

In response to the development of the Covid-19 pandemic, Kudafushi Resort & Spa continues to follow the latest advice and recommendations from the authorities. Whilst the country is applying every effort to contain the virus. The Ministry of Tourism has officially announced on last 23rd June 2020, that the Maldives will be reopening its borders for visitors and repeaters on 15th July 2020 onwards.

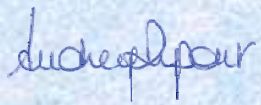
As per the statement issued by the government of the Maldives, Kudafushi Resort & Spa’s Safe Stay activity is planned for changing its business' standards and practices. The resort has always been in compliance with local and global authorities to enhance its Health & Safety protocols.

Being at the onset of the COVID-19 global pandemic, the resort gathered its leaders from each and every department to identify the best practices and technologies available to set new standards. The plan has taken a part of new chapter of guests’ well-being, employees’ duties, cleaning and sanitizing systems, and physical distancing protocols.

The guidance on employee and guest health includes recommendations for signage, handwashing and hand sanitizer use, and encourages required reporting of any “infected” cases of COVID-19 to local health authorities. Our team members are adhering to the latest guidance and hygiene protocols. The employees are also well trained on how to handle such situations including how to use personal protective equipment (PPE). All cleaning protocols have been developed prior re-opening the resort to ensure that all our valued guests & loyal repeaters will receive a **“New Guest Experience”**.

We guarantee that booking our guests’ their peaceful holiday with us is safe. We do our utmost to provide amongst you, your family and your loved ones with a very safe and healthy stay at Kudafushi Resort & Spa.

Thank you so much for your comprehension and being so understanding, we simply can’t wait to welcome our guests again at our tiny paradise.



Audrey Dupont
General Manager
Kudafushi Resort & Spa

 <p>KUDA FUSHI MALDIVES</p>			
Kudafushi Resort & Spa Raa Atoll Republic of Maldives T:+960 658 0080 Reservations Direct: +960 660 0071		Office: H.Shiban 01 st floor Karankaa Magu Male' Republic of Maldives T:+960 300 5545	

BEFORE YOUR ARRIVAL...

01. Guests traveling to and from the Maldives are required to submit an online health declaration within 24 hours before arrival and prior to departure from the Maldives. Form is available here <https://imuga.immigration.gov.mv/ethd/create>

- **Under Island, select:** Kudafushi Resort & Spa
- **Under Address in Maldives, type:** Kudafushi Resort & Spa, Kudafushi Island, Raa Atoll, Maldives
- **Take a screenshot or a printout of the given QR code.** You will be required to present this at the check-in counter before boarding your flight and at the immigration counter once you land in the Maldives.
- **To clarify, guests must fill the form two (2) times.** Within 24 hours before arrival to Maldives and within 24 hours prior to departure from the Maldives
- Please ensure to attach your Negative PCR test result when filling the IMUGA form online. With effect from 10th September 2020, all tourists (infants less than one year are exempted) must present a negative PCR test. The said PCR test has to be conducted within a maximum of 96 hours prior to departure to the Maldives.

02. Have a copy of the resort confirmation letter or Hotel Voucher provided by your travel agent / tour operator - This will facilitate faster processing time at the Immigrations counter on your arrival.

03. Please fill our online registration form [http://app.kudafushiresort.mv/Register Your Stay With Us](http://app.kudafushiresort.mv/Register_Your_Stay_With_Us) (The online registration form must be filled out by each guests separately) prior to your arrival and please email below documents (scanned document or photo taken from the mobile would be fine as well) to our Front Office Team at reception@kudafushiresort.com - This will facilitate for us to do an express check-in upon your arrival to the resort.

- Copy of the return flight ticket confirmation for all the guests
- Copies of the Passport Data Pages for all the guests
- Copy of the hotel voucher received from your travel agent or tour operator (If any)
- Copy of the wedding certificate (If you are on honeymoon) – Honeymooners benefits will be applicable and the marriage date shall fall within 6 months

04. We are pleased to inform you about the process to obtain a COVID 19 test for your travel or home country regulations. The process we follow is as per the guideline of the Maldivian Ministry of Health.

You need to inform the reception upon your arrival, to make an appointment with our in-house doctor to perform the swab test within the 48 hours prior to your departure.

- Type of sample to be taken: Oropharyngeal (OP) and Nasopharyngeal (NP) swab.
- Type of test to be done: PCR for SARS-CoV-2.
- Cost per COVID 19 test **USD 112** per person (Inclusive of 12% tax and 10% service charge)

TRAVELING FROM ANOTHER RESORT:

Effective from 13th January 2021, travelers from other resorts, local islands, guest houses, or safari boats to our resort must provide a valid negative PCR Test taken within the 24 hours prior to their departure from the staying resort.

WHEN YOU; ARE AT THE ARRIVAL TERMINAL...

- All arriving passengers must wear a face mask.
- Physical distancing should be ensured (at least one meter).
- Hand sanitization should be done at entry to the arrival terminal.
- All arriving passengers must undergo thermal screening at the arrival terminal.

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.

Therefore, the resort will not accommodate or arrange transfers for any;

- arrival tourists if the screening result is positive upon arrival.
- arrival tourist who is symptomatic
- arrival tourist who is a contact of a symptomatic arrival tourist
- arrival tourist who gives history of a contact of a symptomatic case of COVID-19
- arrival tourist who gives history of a contact with a confirmed case of COVID-19

If you are detected to have fever OR reports fever or respiratory symptoms on health declaration form (such as cough, shortness of breath, sore throat or runny nose) OR reports being sick irrespective of symptoms, you will be examined by the doctor at the medical screening area. If your symptoms are compatible with COVID-19, the medical officer will take the sample (nasopharyngeal and oropharyngeal swab) for PCR testing for COVID-19. The sample will be transported to a designated laboratory for testing. You will be sent to a designated facility for isolation. Isolation will be done at a designated state-run transit facility until the results of the PCR test.

If the result of the PCR test is positive, you will be transferred to a designated state-run isolation facility. The duration of isolation period will be at least 3 days without symptoms AND 14 days after symptom onset. Upon completion of this isolation period, you will be released.

If the result of the PCR test is negative, you will be released from the isolation facility and may travel to the resort. Although released from isolation, you must wear a mask when going out of the villa, observe physical distancing measures and must avoid public gatherings such as going to the restaurant until 48 hours after resolution of symptoms.

If any cost incur on above procedure, must be borne by you and resort will not be liable of it.

ARE AT ARRIVAL EXIT AREA...

- It is mandatory for our team members at the airport to wear face masks and continuously sanitize their hands when they are on duty.
- Please proceed to our Airport Counter (F-1) which is located at the arrival exit area.
- Airport team will assist with your luggage and will use sanitizing measures before escorting you to the lounge.
- You will be requested to follow the safety protocols at the lounge and will notify you when the transfer is ready (Domestic Flight or Sea Plane).
- Due to the limited quantity of flights operating, please note that the waiting hours for your transfers may be longer than the usual.
- Please have your face masks worn and follow physical distancing protocols at all the time.

ARE ON THE SPEED BOAT...

- Hand sanitizer will be provided to perform hand hygiene prior boarding.
- Safety briefing will be conducted by a crew member.
- Please follow the social distancing procedures and have your facemasks worn throughout the journey.
- All the guests should be seated until the boat comes to a complete stop and wait for the confirmation of the crew to disembark.
- Our speed boats will be disinfected before and after each trip.

ARRIVE AT OUR RESORT...

- Hand sanitizers will be provided upon arrival at the jetty followed by temperature checks and records will be maintained.
- Brief check-in will be done at the resort lobby area.
- Your welcome drinks will be served / placed in the villa before the arrival.
- Cashless payment method is also available at the resort and if any outstanding payment to be collected upon arrival, the reception staff will notify you accordingly.
- A very short briefing will be conducted while escorting you until the entrance of your villa. You will be provided with QR codes to access all our menus and other resort information. Anyhow, our Front Office team will be available to assist you at any time. And you will also be given an orientation video explaining about the amenities available in your villa.
- Your key card will be disinfected before handing it over to you.
- Before delivering the luggage to the doorstep of your villa, our team member will make sure to disinfect it.
- Face masks must be worn only at designated areas including closed rooms or areas.



ARE IN YOUR VILLA...

- Your villa will be cleaned & disinfected by our well-trained housekeeping team prior to your arrival and during the stay and the villa attendants will wear proper PPE's.
- The villa will be serviced twice daily at resort's convenient time.
- Resort related information will be available in the villa's TV through a QR code.

ARE DINING...

- Your dining table shall be arranged followed by distancing protocols at the restaurant.
- All tables and chairs will be sanitized after each and every use including the cutleries.
- The resort will follow an a la carte service or a buffet service (this will depend on the occupancy and will be decided by the resort on that particular day).
- In case of a buffet service, please remember to sanitize your hand before entering to the buffet area and please be informed that our team members will serve you, please do not touch any buffet cutleries or food by yourself.
- Our dedicated staff will be allocated to serve you and will wear the necessary PPE's as per the regulations.
- You can access to our digital menu through your mobile.



THROUGHOUT YOUR STAY...

The facilities such as the gym, spa, water sports, recreational activities, diving & excursions will be available according to the new safety procedures. The resort shall apply restricted usage of these activities according to the guidelines given by the local authorities.

Should you have any kind of sickness during the stay, please inform the reception immediately. Any symptomatic guests will not be allowed to use these facilities.

Dive Center

- Prior booking must be done to use this service.
- You will be asked regarding any fever or respiratory symptoms at the time of making the booking.
- Non-diving family members and friends should not enter the premises to maintain a proper physical distancing.
- Your personal items, including clothing, towels and bathrobes should be stored in a way that avoids contact with common surfaces.
- Though resort provides it, we highly recommend you to bring your own diving mask to minimize the risk.
- Rental equipment will be disinfected after and before every use.
- You must wear a face mask and follow social distance protocols on the Dhoni / Boat.
- You should avoid touching other diver's equipment at any time.

Spa

- Prior booking must be placed by either contacting the Spa Reception or through the mobile application QR code given upon arrival.
- Hand hygiene must be performed before entering the spa and face masks must be worn.
- Limited number of people will only be accommodated.
- You must complete all details in full and sign both forms; standard Medical Consent / Consultation Forms.
- Any treatments related to facial will not be part of the spa operation as well as the head massage will not be included in all types of massage until further notice.
- The treatment rooms and equipment will be disinfected after every use and before.
- Facilities such as Steam, Sauna & Jacuzzi will be temporarily closed until further notice.
- Your therapist will wear the necessary PPE's as per the regulations.



Boutique - Huvaafen Corner & Manta Souvenir Shop

- Limited number of guests inside the boutique will be allowed at the same time.
- You should wash or sanitize your hands before entering the facility.
- Wearing a facemask is a must inside the boutique / shop.

Swimming Pool

- Limited number of guests will be allowed to use the facility at the same time.
- You should maintain an adequate physical distancing protocol.
- Used towels must be dropped in the designated box before you leave.

Water Sports – Aqua Souls

- Prior bookings required to use the service.
- You should maintain an adequate physical distancing protocol.
- All the equipment will be disinfected after every use.

Kids Club – Little Bubbles Club

- Prior bookings required to use the Kids Club.
- Symptomatic children will not be allowed to use the kids club.
- Temperature screening of kids will be done before entering kids club.
- Lego blocks available upon request only and for single use.
- Mostly individual activities will be conducted to maintain an adequate physical distancing.
- Babysitting service will only be offered in the kids club and not in the villa. This service will not be offered to Symptomatic children.

Gym

- Prior bookings required to use the gym.
- Gym Equipment and Machines will be disinfected before & after every use.
- Using the facility will be allowed to limited number of guests.
- Towels and Water are provided in the Gym and you are kindly requested to return the used towel in the designated box after workout and discard the empty bottles to the designated bin.

Leisure House

- You should wash or sanitize your hands before entering the facility.
- You should sanitize your hands before and after using shared stationary when required.
- Weekly activities done in groups such as beach football and beach volleyball will not be conducted until further notice.
- Maldivian Treat (Learning Local Lifestyle) and Zumba classes must be pre booked.
- Maintain physical distance at all times and should wear masks where physical distancing is not possible.



Entertainment

- Boduberu and the weekly cocktail events are cancelled until further notice.

Excursions

- Walking Tour on a Local Island excursion is prohibited by the local authorities until further notice
- The guide will brief you prior boarding to the Dhoni / Boat.
- The resort rents snorkeling equipment. However, we highly recommend you to bring your own snorkeling equipment in order to maximize your own hygiene and to minimize the risk.
- Number of the people will be limited in a Dhoni / Boat for all excursions.
- Refreshments will be placed in a cool box and will be served by the guide during the excursion and will wear necessary PPE's as per the regulations.
- Excursions related equipment, such as fishing lines, life jackets, cutleries will be disinfected before and after the excursion.
- Face masks must be worn when you are on the Dhoni / Boat.
- You should always maintain a distance of one meter.

BEFORE YOUR DEPARTURE...

- The resort will send the departure letter stating your departure time and if any outstanding invoices to the contact number or the email given upon registration process.
- Please check with the reception or your H.E.R.O for any further details.
- Front Office Team will contact you to reconfirm the details.

UPON YOUR DEPARTURE...

- Please leave your luggage at your villa's doorstep at the given time stated in your departure letter.
- You should undergo the exit screening questionnaire before departure from resort.
- Please remember to fill IMUGA online form and any other document required by the Airline company or by the destination country.
- Hand sanitizer will be provided to perform hand hygiene prior boarding.
- Please follow the social distancing procedures and have your facemasks worn throughout the journey.
- Our speed boats will be disinfected before and after each trip.
- You will be requested to follow Sea Plane or Domestic Flight precaution guidelines during your journey to Male' International Airport.

SEE YOU AGAIN...

- Our Airport team will receive you at Male' Domestic Airport or at Sea Plane Arrival Terminal.
- Airport Team will assist you with your luggage and will perform hand sanitizing protocols accordingly.
- The Team will escort you to the check-in gate at the International Airport.



PROCEDURE OF A POSITIVE CASE OF COVID-19 DURING THE STAY...

If a guest results being positive for COVID-19, efforts should immediately be made to avoid any contact of the infected person with all guests and staff of the establishment. Our team members will follow the standard operating procedures in place for such situation.

The team members will follow a proper hand hygiene, an adequate social distancing and will use necessary PPE's during the entire process. A designated team will be available only to serve the guest in isolation and will not use the same team member to serve another guest. He/She will also be isolated during the stay of the guests and a further quarantine period to be completed as per guidelines.

- The infected guest will be immediately escorted to a villa which is allocated for quarantine.
- The tourist will be provided with an adequate accommodation and meals during his/her isolation period on "Soft All-Inclusive" basis (Daily Breakfast, Lunch, Dinner and selected non-alcoholic beverages).
- If in the event that the other companion sharing the villa being negative of COVID-19, they should also go under a 14-day quarantine as close contacts of the positive guest and must stay in a separated villa.
- The duration of isolation period will be 14 days with or without symptoms onset.
- The Doctor or Nurse will be examining & consulting the infected guest and the close contacts of the positive guest, daily by visiting their villas.
- The resort designated task force team will communicate with local authorities immediately.
- The Front Office team will assist the guests in amending their international and local transfers.
- Our Housekeeping team will disinfect the areas that the positive guest had been to make sure that the other guests are safe.
- Equipment used by the Villa attendant who had cleaned the room of a quarantined guests, will be kept separately and disinfected.
- Our Housekeeping team will coordinate with the quarantined guests regarding the villa cleaning and the food & beverage delivery.
- The food & beverage will be handed over to the guest at the outside the door and disposable equipment will be used.
- Guidelines given by the local authority will be followed, in case of transporting a positive guest to a designated isolation or medical facility recommended by local authority. (This will be applied in case of any severe health conditions)
- A charge of USD100 net per quarantine villa per night inclusive of TGST and service charge will be applied. All other charges such as local & international transfer amendment fees, additional green tax, any additional services requested are excluded.
- Any charges related to above procedure must be borne by the guests.

In the event of any guests showing suspect COVID-19 symptoms;

- He/she will be required to isolate in the villa and will be monitored daily by the resort medical team.
- Food & beverage will be provided in the villa for a duration to be decided by the resort doctor.
- The villa will be cleaned and disinfected once daily.
- Based on the doctor's evaluation a PCR test may require to be done at the guest's own cost.

THANK YOU