

## HEALTH AND SAFETY UPDATES

Update 30 October 2020

**Dear Valued Guests and Partners,**

At **Dusit Hotels & Resorts** worldwide, our top priority is you.

As the world continues to deal with the ongoing pandemic crisis situation, we would like to assure you that we have taken all measures necessary to ensure your safety and well-being at each of our distinctive properties.

Following the global travel restrictions, we are delighted to welcome guests to **Dusit Thani Maldives** to experience our renowned high standards of barefoot luxury alongside our new Stay with Confidence services and full range of personalized dining, wellness, and Maldivian lifestyle experiences.

We would like to share with you several of the key protective measures you will see in our resort, which are implemented rigorously to keep you, your fellow guests and our colleagues safe.

### **Available for your enjoyment, with heightened health and safety protocols:**

- Sea Grill Restaurant and Sand Bar will be operating all day, and our signature Thai restaurant Benjarong is open for dinner from Saturday to Thursday.
- A daily a la carte breakfast will be served in Sea Grill Restaurant. Breakfast dishes are available all day.
- Water sports and dive activities will be available
- Infinity Pool will be open as per schedule. A maximum number of 20 guest allowed in the pool facility at one time.
- Devarana Spa will be open 10.00 until 19.00
- Kids Club will be open according to a schedule.
- Our fitness centre will remain open 24hours
- Yoga classes will be available (max 8 participants per session). Additional meditation and breathing sessions are offered.

### **Some temporary changes:**

**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://imuqa.immigration.gov.mv/ethd/create>)**

- **Under Island. select:** Dusit Thani Maldives
- **Under Address in Maldives. type:** Dusit Thani Maldives Resort, P.O. Box 2188; Mudhdhoo Island Baa Atoll, Maldives
- **Take a screenshot or a printout of your filled up form.** You will be required to present this at the check-in counter before boarding your flight
- **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

With effect from 10th September, the Health Protection Agency of Maldives has made it mandatory for all tourists and short term visitors to present a Negative PCR certificate on arrival in Maldives. (PCR results not older than 96h prior to arrival)

As of 2<sup>nd</sup> October, we would like to appraise you of the arrival delays at Velana Int'l Airport, long waiting time to be processed through arrival Immigration due to arrival passengers not attaching their negative PCR Test result to the IMUGA form online, prior to arrival in MLE.

Kindly see below screenshot for your attention, Please ensure to attach your Negative PCR test result when filling the IMUGA form online. This will facilitate faster processing time at the Immigrations counter on your arrival.

The screenshot shows a form titled "Health Information" with the instruction "Please fill all the fields". Below this is a blue box containing a "Note" with the following text: "I have been fully informed that, as a requirement for travelling to Maldives, I must present a valid Negative PCR COVID19 test result (not exceeding 72hrs prior to departure), to the carrier before departure, and to Maldives Immigration, on arrival. I ALSO UNDERSTAND THAT, POSSESSION OF A PCR NEGATIVE TEST DOES NOT PRECLUDE NATIONAL AUTHORITIES FROM UNDERTAKING ANY ADDITIONAL SCREENING OR SURVEILLANCE MEASURES DEEMED NECESSARY. Where applicable, if I am consenting to submit information to the carrier and Maldives Immigration on behalf of a child, I acknowledge and agree that I have the legal capacity to do so as a parent and as a legal guardian of that child. I also warrant that the COVID19 PCR test results that I am providing have not been altered, changed, modified or tampered with anyway and are accurate to the best of my knowledge. I hereby, INDEMNIFY the carrier / Maldives Immigration / Health Protection Agency FROM all liabilities regarding the PCR test results and agree to bear the costs for ANY FURTHER testing, ISOLATION and quarantine related to COVID19 where applicable and necessary." Below the note is a field labeled "PCR Test Result" with a red arrow pointing to it. The field contains a file upload icon and a "Browse..." button.

Furthermore,

- Health authorities may elect to conduct randomized PCR tests on individuals arriving in the Maldives. The government will bear the costs of random tests.
- Guests arriving in the Maldives that display symptoms of COVID-19 will be tested at the airport; should the guest test positive, they will be transferred to a government quarantine facility. All costs to be borne by the guest. We strongly encourage guests to purchase travel insurance.
- Guests are encouraged to download the 'Trace Ekee' application to assist the government in contact tracing.
- 'Split stays' are permitted between resorts that meet all compulsory requirements under the 'split stay guideline' approved by HPA. Requests for approval of 'split stays' should be submitted to the Ministry of Tourism two days prior to travelling date.
- Guests are required to wear masks when arriving at the airport and when transferring to the resort. Once on resort, only certain occasions require masks to be worn.

# Dusit Thani

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- **Guests displaying symptoms of COVID-19 will be seen in their villa and will be isolated to their villa until a negative test result is received. If a positive result is received, the guest/s will be transferred to a dedicated isolation villa for 14 days, the costs of the stay has to be borne by the guest.**
- The Market Restaurant (buffet), the Benjarong restaurant and Sala Bar will remain closed until further notice.
- Local island tours are not possible until further notice.
- Temperature checks will be conducted at our Baan Sanook Kids Club.
- Resort clinic will remain open with qualified MBBS doctor 24/7.
- The Baa Atoll hospital (20 min by speedboat) is equipped with 20 ICU beds and ventilators with trained medical staff. PCR test available any time.

## Enhanced Health & Safety

During the nationwide lockdown, our team has been fully trained following the latest Maldivian governmental guidelines for health and safety, and we have comprehensive procedures in place to ensure our guests can always stay with peace of mind knowing they are being well taken care of.

On top of this, we have carefully crafted **the DUSIT CARE – STAY WITH CONFIDENCE PROGRAMME**, featuring five new services designed to bring you the peace of mind you deserve, while enriching your stays with new memorable experiences and extra convenience and value.

The programme, being rolled out at **Dusit Hotels & Resorts** worldwide, includes the introduction of new facilities, services and operating procedures across five distinct dimensions: **1. Flexible Stays 2. Safety & Well-being 3. Local Experience 4. Technology, and 5. Dusit Care Kits.**

Heightened cleaning procedures are in place throughout the entire property.

The warm, caring and gracious hospitality you have come to know and trust remains at the heart of everything we do.

## Keeping everyone healthy

On arrival, you will notice that all our employees will be wearing masks and respecting social distancing when greeting you. We ask that our guests also wear masks in public areas and maintain the recommended one-meter distance from others.

Our employees are trained and disciplined in good hygiene practice. We conduct daily regular temperature checks and monitor everyone health.

## Fabulous food in different formats

We remain committed to delivering exceptional dining experiences and as an added precaution and for your peace of mind:

- our restaurant and bar are fully sanitized before each service;
- our buffet dining options have been redefined as a la carte;

Dusit Thani Maldives  
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- our tables are spaced at the appropriate distance to maintain social distancing;
- touchless hand sanitizer are available in restaurant and bar;
- all menus are available on QR code for downloading to your smart phone. We have four (4) iPad for you in case phone is not available.

## Looking after your villa

Prior guest arrival the room has to be thoroughly cleaned and disinfected with the electrostatic spray gun, no one to enter the room afterwards.

Our housekeeper will clean and fully aerate your villa each day, while you are out. This will be scheduled at your convenience. Each room is equipped with a hand sanitizer bottle, a surface sanitizer bottle and sanitizer wipes and an additional tissue box.

The doors and windows will be kept open when cleaning, to allow for good ventilation. Used linen will not be shaken aggressively, they will be gently folded and placed in laundry bags or laundry hamper.

All check-out guest villas will remain vacant and untouched for 24 hours as a standard precaution before a detailed cleaning commences for future arrival. The clean guest villa will remain vacant for another 24 hours to ensure that there is a duration of 48 hours, where a room remains empty between guest arrivals.

## Every aspect considered

Please be assured that we are implementing many more measures behind the scenes for your wellbeing, from colleagues' transportation to food service and laundry, exceeding standard

## Flexible cancellations

We understand that this dynamic situation brings with it much uncertainty and stress – especially if clients are unable to travel due to flight restrictions and travel advisories. And while our hotels offer safe and clean environments for guests to experience and enjoy, we know plans may have to change and may be unable to stay with us as intended.

Guests' health and safety are our prime concerns, and as such we have relaxed our Cancellation Terms for 2020 as follows:

Room Type	Travel Period	Free Cancellation
All	01 November - 30 November 2020	3 days prior to arrival
All 1BR units*	01 December - 23 December 2020	3 days prior to arrival
All 1BR units*	24 December - 10 January 2021	45 days prior to arrival

*\*Case to case basis for 2BR units for December and Festive Periods.*

If you have booked a stay through a travel agent or third party, please contact them directly to learn about their cancellation policies, which may differ from our own. Thank you for your co-operation, and we look forward to welcoming you soon to enjoy the complete Dusit Thani experience.

**#JourneyTogether**

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