



AN IHG HOTEL  
KANDOOMA  
MALDIVES

# HOLIDAY INN RESORT KANDOOMA MALDIVES

Information you need to know before you travel

# PLANNING YOUR STAY IN THE MALDIVES

## **Can I stay at different Resorts when holidaying in Maldives?**

*Under current circumstances, tourists may visit other operational resorts subject to prior approval from the Ministry of Tourism. Guests are advised to inform the resort at the point of booking if they hold reservations with other resorts so that we may facilitate the approval process.*

*Travel to other islands and to the capital city of Male' is prohibited.*

## **Has the Visa Process changed?**

*On-arrival visas are still available for all tourists, and visa extensions are available for any long-stay holidaymakers. For your free 30-day on-arrival tourist visa, you have to provide:*

- i. A confirmed hotel booking, sufficient funds and confirmed return ticket.*
- ii. Health Declaration Form x 2 (on arrival and prior to departure)*
- iii. A negative PCR test conducted less than 72 hours prior to the scheduled time of departure from the first port of embarkation en route to the Maldives. Infants less than 12 months old are exempt from this requirement.*

## **What is the process for completing the mandatory Health Declaration Form?**

*Traveller Health Declaration (THD) must be completed in and submitted by all travellers travelling to and from Maldives, within 24 hours prior to their travel.*

*You may submit the form electronically via <http://imuga.immigration.gov.mv>*

## **How will I know the social distancing practices to follow at the airport?**

*All physical distancing guidelines are clearly marked with visible distance information and floor markings in passenger terminals. Hand sanitisation and hygiene facilities are also available throughout the airport.*

## **Do I have to wear a mask at the Airport?**

**Yes.** *All tourists are required to wear facemasks at the airport, during domestic travel and in all enclosed public spaces.*



# PLANNING YOUR STAY IN THE MALDIVES

## ***What can I do to have a safer holiday experience in the Maldives?***

*We encourage all visitors to install the Maldives' contact tracing app 'TraceEkee' (App Store / Play Store) before arrival into the country to help us ensure your safety and the safety of others as you enjoy your holiday. Always remember to practice good hygiene, frequent handwashing/use of hand sanitizer, respiratory etiquette and maintain at least 1 metre of physical distance between others outside your contact bubble, throughout your trip.*

## ***Am I required to undergo a PCR test for COVID-19 on arrival?***

**No.** *Only those who display COVID-19 like symptoms, such as a fever above 38 degrees Celsius, coughing or sneezing, will be tested for COVID-19.*

## ***What kind of tests will be performed at the immigration upon arrival to Maldives?***

*All tourists will undergo non-intrusive temperature checks and screening on arrival to the Maldives which includes a health questionnaire and a history of recent travel. You may also be chosen for a random COVID-19 PCR test by the Maldivian Health Authorities.*

## ***Do I have to pay if I get chosen for random testing?***

**No.** *If chosen for random PCR test on arrival, the Maldives Government will bear the cost for testing.*

## ***If I am showing signs associated with COVID-19?***

*If you are showing signs associated with COVID-19 on arrival, you will be required to undertake a PCR test. If you are found to be COVID-19 positive you will be required to isolate for 14 days at the resort for which you have confirmed booking. Please note, members of your travelling party will also be PCR tested and be subjected to quarantine if you are found to be COVID-19 positive. At the end of the 14 day quarantine period, you and your travelling party will have to undergo a second PCR test and can depart the Maldives only if the test results are negative. If positive, further quarantine is required. Please note that the costs associated with the testing and isolation are to be borne by you and your guests.*

# RESORT PROCEDURES

# AT HOLIDAY INN RESORT KANDOOMA MALDIVES

## ***Do I have to wear a mask at the resort?***

*We recommend all guests to wear a mask or face-covering when in public areas at the Resort and when receiving services in your villa, always practice social distancing. Please note that all resort colleagues will be wearing masks and associated PPE depending on their respective duties.*

## ***What tests will be done when I arrive at the resort to check-in?***

*Upon arrival, resort staff will perform temperature checks of all guests*

## ***What tests will be done when I depart at the Resort upon check-out?***

*A mandatory exit screening will be conducted by the resort that will include a temperature check and a health questionnaire.*

## ***Are there medical services available at the resort?***

**Yes.** *There is a on-site clinic and resident doctor available 24/7.*

## ***Can I visit a different island while I am here on holiday?***

*Under current circumstances, tourists may visit other operational resorts subject to prior approval from the Ministry of Tourism. Guests are advised to inform the resort at the point of booking if they hold reservations with other resorts so that we may facilitate the approval process.*

*Travel to other islands and to the capital city of Male' is prohibited.*

# AT HOLIDAY INN RESORT KANDOOMA MALDIVES

***I need to have a PCR test carried out before I leave the resort. Is this possible?***

***Yes.*** The resort can arrange a PCR test to be carried out prior to your departure.

*Please ensure you advise the resort at the time of booking and reconfirm upon check-in on your requirement and advise the maximum timing to conduct the test (i.e. 24hrs, 48hrs or 72hrs before departure). The sample will be taken at the resort clinic by our doctor and transported to the PCR testing facility in the capital city of Male'. **The cost of the PCR testing is USD 155 per person / per sample including a handling and transportation fee that will be added to your final bill.***

*In addition, during exit screening at the resort if any guest is found to have fever or symptoms suggestive of COVID-19 within the past 14 days, they must follow the mandated protocols of the Health Protection Agency (Maldives).*

**Please note that the resort has to comply with all directions and regulations of the Maldives Government relating to responses to Covid-19 (and other such illnesses). By confirming your reservation at Holiday Inn Resort Kandooma Maldives, you agree to the following:**

In this respect, if the Maldives Government mandates any treatment, tests, quarantine or any other such provisions which results in the Maldives Government imposing a charge or a fee and/or where the government expects the resort to reimburse or pay the Maldives Government any such amounts relating directly to the guests and/or the resort incurs any direct or indirect cost relating to the performance of any obligations by the resort (including but not limited to the transportation and itineraries of guests as per government requirements) then these amounts shall be payable to the resort by the guest and shall be added to the final bill of the guest that the guest will settle upon departure or checkout.

The resort also reserves the right to require guests to provide a deposit or credit card guarantee if such costs are envisaged.

# OUR COMMITMENT TO HEALTH & SAFETY

# Airport Services

## ***Arrival at the Airport:***

- *It is mandatory to wear a face mask at all times*
- *Guests to make their way to Airport Counter number 45 to meet the resort Airport Representatives*
- *Airport Representatives attired in the appropriate PPE (masks & gloves) will escort the guests to the awaiting speedboat*
- *Luggage to be disinfected prior to loading onto the speedboat*

## ***Speedboat Transfers:***

- *Speedboat capacity has been reduced to 60% to ensure social distancing*
- *Guests are offered hand sanitiser as they embark*
- *Guests and crew members are all required to wear masks through out the journey to the resort*





# Arrival At The Resort

- *Guest and luggage buggies to be disinfected prior to receiving guests at the arrival jetty*
- *Colleagues to be in appropriate PPE prior to arrival at the arrival jetty*
- *Each guest will have their temperature checked twice at the Arrival Jetty*
- *All guest luggage will be disinfected prior to delivery to the villas*

## **Check-In:**

- *Guests have the option of in-villa check-in or check-in at the Reception*
- *All check-in colleagues will be attired in the appropriate PPE*
- *All items such as folders, pen, POS machine and the registration cards will be disinfected pre and post check-in*

## **Check-Out:**

- *Guests have the option of “contactless” check-out via a payment link that is emailed one day prior to departure*
- *A mandatory exit screening will be conducted by the resort that will include a health questionnaire and temperature check*



# Your Villa

- *Your villa will be serviced every 5 days unless requested otherwise to ensure we limit entry into your villa during your stay*
- *Housekeeping Attendants will be attired in the appropriate PPE before entering any guest villa (face mask, gloves, goggles / face shield, apron / gown and closed shoes).*
- *Housekeeping Attendants will follow the IHG Way of Clean process*
- *Each villa will undergo electrostatic sanitizing and disinfecting*
- *Hand held UV black lights will be used to inspect the bathrooms*
- *Upon check-out, the villa will undergo a four hour quarantine period before it is serviced*

## **Buggy Services:**

- *Buggy service is limited to the same travelling party or family at one time*
- *Buggies will be sanitized before and after each use*
- *Hand sanitiser is available at all times*



# Restaurants & Bars

- *Social distancing will be enforced with tables 2 metres apart*
- *Guests will have the use of the same table for all meal periods throughout the stay*
- *Tables to be sanitised just prior to guest seating*
- *Digitised menus with QR code access are available across all service facilities with printed menus available on request*
- *Guests booked on any of our meal plan packages have the option to dine in their villas using the In-Villa Dining menu with no additional charges applied*
- *Service colleagues will be in appropriate PPE during service and delivery*



# Recreational Activities

## **Water Sports & Diving**

- *Water Sports counter will be disinfected on an hourly basis*
- *Guests are requested to bring the towels that have been placed in their villas*
- *All equipment will be segregated and disinfected after each use*

## **Swimming Pool & Main Beach**

- *Guests are requested to bring the towels that have been placed in their villas*
- *All deck chairs have been spaced out to adhere to social distancing guidelines*

## **Yoga**

- *Yoga sessions will operate at 50% capacity with maximum 6 guests + 01 instructor*
- *All yoga mats will be sanitised before and after each session*



# Kids Club & Fitness Centre

## **Kids Club**

- *A maximum of 15 persons allowed in the facility at one time spread over two floors*
- *Temperature checks will be conducted before each guest enters the facility*

## **Fitness Centre**

- *Self service cleaning station to be available with disinfectant spray and cloth*
- *The facility will be disinfected on an hourly basis.*
- *A maximum of 10 persons allowed inside at any given time – slots to be pre-booked at the Reception*



# Heart Of House

- *Colleagues returning to the resort from their respective countries will have to undergo a 14 day mandatory quarantine period. On the 15<sup>th</sup> day a PCR test will be performed.*
- *Colleagues based in Male' (Airport Representatives) will undergo rapid tests on a weekly basis*
- *Resort based colleagues who are in close contact to guests and external suppliers will undergo rapid testing on a regular basis*
- *All resort based colleagues will undergo temperature checks before reporting for duty*





AN **IHG**® HOTEL

KANDOOMA  
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