

To our guests,

Welcome back!!!

As of the 1st October, we are back open and ready to welcome you back to our little piece of paradise! In this time of uncertainty I wanted to reach out personally to assure you that our commitment to you and your travel plans remains our highest priority.

In response to the current climate we have updated and introduced a number of enhanced cleaning procedures as well as additional staff training so that you don't need to worry. If you are concerned about your future stay with us, please contact our team directly to assist with any questions or concerns.

Our thoughts are with you, your family and our global community during this time and as always, we appreciate your loyalty and support.

Warmest regards,

Glenn Daniels  
General Manager

## COVID-19 TRAVEL FAQ

Please find below a list of frequently asked questions about travelling to the Maldives and about our operations during this period. We have provided the official Government links as the requirements are revisited every 14 days, in order to ensure that the information given is valid and up to date.

Republic of Maldives Immigration will provide answers to the following questions below in preparation of your arrival.

<https://immigration.gov.mv/faq-for-visiting-the-maldives/>

Do I have to make a booking before I come for my holiday?

Has the Visa Process Changed?

What is the process for filling the Health Declaration Form?

Will I have to do a Covid-19 test?

What kind of tests will be done before I can go to my hotel?

Will I have to pay if I get random testing?

Do I have to spend 14 days in quarantine before I can start my holiday?

Do I have to wear a mask?

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

How will I get to my hotel?

Are there medical services available at the hotel?

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

What if I have transit needs?

Do I have to do a Covid-19 test before I can leave the Maldives?

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

## Arrival to the Maldives

### 1. What happens to me if I have a cold/symptoms on arrival?

All tourists will undergo non intrusive temperature checks on arrival to the Maldives.

You may also be chosen for a random Covid-19 PCR test by the Health Protection Agency. This is a voluntary test and the Maldives Government will pay the cost for random testing.

For all guests who exhibit any symptoms of Covid-19 on arrival, a PCR test will be required for all those travelling together.

Testing will be conducted by the Health Protection Agency of the Maldives and you will need to stay in their care until results have been received.

### 2. What happens if I get randomly picked for testing?

Testing will be conducted by the Health Protection Agency of the Maldives and you will need to stay in their care until results have been received.

If your results are negative, you may continue to your resort as booked.

If your results are positive for Covid-19, you will need to stay in the care of the Health Protection Agency.

### 3. What happens if I test positive for Covid19 on arrival to the Maldives?

If you test positive for Covid 19 on arrival to the Maldives, you will be required to stay in the care of the Maldives Health Protection Agency in a designated accommodation.

### 4. Does the resort allow arrivals from other tourist establishments in the Maldives?

Split stays are permitted between the tourist establishments that meet all compulsory requirements under the 'split stay guideline' established by the Maldives Health Protection Agency.

If you are arriving from another tourist establishment in the Maldives, the resort at its own discretion requires a mandatory Covid-19 negative PCR test where the sample is taken at least 48 hours prior to arrival to the resort.

We also highly encourage guests to minimise the movement within the country as a precautionary and safety measure.

## Transfer to the Resorts

5. How are the transfers to the resort managed?

For those that are taking a domestic flight, there will also be a 45-minute boat ride. All enhanced cleaning measures for the boat transfer will be based on the Health Protection Agency guidelines.

Guests travelling by seaplane will check-in at the seaplane counter, and as per usual wait at the TMA lounge for their flight. During this process guests will be required to wear their masks throughout.

For more information regarding the seaplane transfer, please visit:  
<https://www.transmaldivian.com/new-normal-experience/>

6. What happens if I miss the resort transfer due to delays inside the airport?

Our Airport staff will arrange seating on the next available flight.

## Whilst in Resort

7. Will our villas still get twice daily service?

We are servicing the villas once a day until advised. Under the current circumstances, turndown service is not available.

8. Do we have to wear masks on the resort?

Masks will be required only in designated closed areas if applicable.

9. Can I still go on excursions?

You may still go on selected excursions although the maximum numbers may be reduced.

10. Can I pay in cash?

We would prefer debit/credit cards, but cash will be accepted.

11. What medical facilities do you have?

Dhigali Maldives has an onsite medical centre which is staffed by a doctor and nurse. We also have a medical centre at our nearby island of Meedhoo (5 minute boat trip) as well as the Regional Hospital based at Ungoofaaru (30 minute boat trip).

12. Are buffets still available as per normal?

We will be offering a full À la carte menu during this period as well as having a small buffet area that will be manned by our staff to plate all requested items.

13. Do we need to reserve a time to dine for our meals?

In order to provide a safe and stress-free experience, we will be requiring reservations in all our restaurants for lunch and dinner. All reservations can be made directly with your Front Office Host or directly via the Dhigali App.

14. Are all the restaurants and bars open?

Restaurants and bars are generally open, though opening days and hours may be affected based on occupancy of the resort.

15. What type of evening entertainment is available during this period?

Regular entertainment is available and has been adapted to take into consideration social distancing measures.

16. Are we able to use the resort swimming pool without restrictions?

Swimming pools can be used although the maximum numbers at any given time may be reduced to account for social distancing.

17. How do you ensure sanitation of hot tubs and pools in the rooms?

Enhanced cleaning measures are in place for all hot tubs and pools. All rooms are kept vacant 24 hours prior to new guest arrival.

18. What happens if I develop COVID-19 symptoms during my stay at the resort?

In the unfortunate event where your results are positive for Covid-19, you will be required to transfer to a designated isolation accommodation in the resort and a special rate on Full Board basis will be extended. Cancellation charges will be waived off for the rest of the stay for the originally booked accommodation.

19. What happens if I need special medical care or if my symptoms worsen?

Whilst you are in our care, you will be closely monitored by our in-house Doctor. In case your symptoms worsen, we will consult the Maldives Health Protection Agency and based on the medical personnel's advice, further actions will be taken. You may be required to transfer to a close by hospital or medical facility available.

20. What if I require a PCR test prior to my departure?

For any guests that require PCR test on departure, the resort will arrange testing through a Government approved facility. This service should be requested at the time of reservation or on arrival. The costs of the PCR test will be charged to guests. Pricing is available on request.

21. Can I buy a travel insurance policy from the Maldives?

Allied Insurance company of the Maldives has launched a Covid-19 insurance policy focusing on tourists who visit Maldives. This policy covers specific expenses that may incur due to a positive diagnosis of Covid-19 whilst on holiday in the Maldives including charges for isolation, emergency medical transportation and other emergency medical expenses. You can find the details of the insurance plan from the following link:  
<https://allied.mv/inbound>