

Universal Resorts Safety Measures

We are looking forward to welcoming our guests back to our resorts. As our priority is the safety and wellbeing of our guests and team members, we would like to share with you some information about the guest arrival experience, and how the resorts will operate during these times. These procedures help us follow best practices under the circumstances, ensuring our guests can fully enjoy their well-deserved holidays.

These measures will be reviewed regularly based on government advice and will be updated accordingly.

Arrival to the Maldives

- An on-arrival visa is issued to all arriving passengers holding a valid hotel confirmation and COVID- 19 negative PCR test results, where the sample is taken 96 hours prior to departure, counting from the first port of embarkation en-route to the Maldives.
- As per the current guidelines, all tourists are required to fill in an online health declaration form via the IMUGA portal. The form is available on the following link, and must be filled within 24 hours prior to your travel. The same procedure must also be followed for your departure from the Maldives as well. It is important that this form is filled in correctly and completely to avoid unnecessary delays at the Airport. <https://imuga.immigration.gov.mv/ethd/create?lang=en>
- Temperature checks and random screening are in place at the airport.
- We highly encourage guests to minimise the movement within the country as a precautionary and safety measure. Please refer to our Resort FAQ for split stay policy of the resort.

Symptomatic Guests on Arrival at the Airport

- Guests exhibiting Covid-19 symptoms on arrival will be screened and must undergo a PCR test. This will be conducted by the Health Protection Agency of the Maldives.
- As per our company policy, symptomatic guests will not be able to transfer to the resort until a negative test result is received. Costs of PCR tests at the request of the Health Protection Agency must be borne by the guests.

Transfer to the Resort

- Transfers will operate according to the guidelines issued by Health Protection Agency.
- Our airport representatives will meet our guests on arrival to guide them through this process.
- Guests are advised to wear a face mask throughout this process.

Arrival to the Resort

- On arrival to the resort, we will be taking the temperature of each guest.
- To facilitate a quicker check-in process with minimal handling, we request all guests to email their passport copies to the resort prior to their arrival, or alternatively carry a copy of their passport to be handed over to our team.

Staying at the Resort

- Enhanced cleaning and sanitation procedures with the appropriate use of disinfectants and specific chemicals dedicated to individual surface types are used across all resorts.
- Social distancing measures will be clearly communicated and implemented in public areas and facilities, dining facilities and on excursions.
- Please note that the resort management may need to adjust operational times or opening of outlets on occasion to ensure that we adhere to these guidelines.
- While in resort, guests are advised to wear face masks in enclosed spaces.

Guest Rooms

- Enhanced cleaning of all guest facilities and especially guest rooms are in place in accordance with the guidelines that have been set.
- Guests rooms have been kept vacant for a minimum period of 24 hours prior to the new arrival.
- The cleaning of the rooms takes place only when guests are physically not in the room.

Dining Outlets

- Seating arrangements are adjusted to account for social distancing.

Spa & Gym

- Advance bookings are required to use the spa facilities or to have treatments.
- Enhanced cleaning is in place for all Spa & Gym facilities.
- Capacity will be limited to accommodate regulations.

Kids Club (where applicable)

- Temperature screening is in place for all children visiting the Kids Club.
- Capacity of the Kids Club will be limited to accommodate regulations.
- Kids Club operations will close at regular intervals to ensure cleaning and disinfection.
- Babysitting services is not available presently due to government regulation.

Diving and Excursions

- Most activities and excursions (excluding local island visits) are available to book with limited places.
- Advance bookings are required due to the reduced places available.

Departure from the Resort

- Should guests require a Covid-19 test for their return immigration purpose, they will need to inform the resort at the time of booking or on arrival to the resort to ensure that the necessary arrangements can be made. Testing will take place under the guidance of the Health Protection Agency. Costs of PCR tests, and any related costs regarding this must be borne by the guests.
- Departure transfers will operate according to the guidelines issued by Health Protection Agency.
- On arrival to the airport, our airport representatives will meet and guide our guests.
- Upon return to their home country, should any guest test positive for Covid-19 within 14 days of their departure, they must notify the resort immediately.

Medical Facilities on Resort

If guests develop any symptoms whilst on the resort, they will need to be immediately isolated in their rooms and the medical personnel will follow the protocols and advise the Health Protection Agency and follow their directives in terms of testing. Contact tracing will be initiated and direct contacts will be isolated until a test has been completed with results.

Team Members

- A dedicated and trained team of resort executives, and a defined Health and Safety plan in accordance the Health Protection Agency is in place.
- All team members have gone through a comprehensive training on new guidelines, procedures, health and safety, sanitisation as well as social distancing basics.
- Prior to returning to the resort for work, all team members will have completed all necessary governmental health requirements.
- All our team members live on the island, and travel restrictions as advised by the Health Protection Agency will be followed.
- Our team members will be screened regularly.