



COVID-19 FREE

ARRIVE SAFE

- Our boats are thoroughly sanitized & social distancing is maintained through-out the journey
- Contactless payment facility & secure check-in
- Temperature check through infrared thermometer upon arrival

REST EASY

- Villas are kept vacant for a minimum of 24 hours before every arrival
- Room cleaning is performed in your absence, to minimize face-to-face contact
- Villas are cleaned using hospital-grade disinfectants & electrostatic spray
- All high contact areas are carefully cleaned & sanitized
- Villa linen are laundered at high temperature using recommended disinfectants
- A Safe Care amenity kit, with mask, hand sanitizer, & anti-bacterial wet wipes is provided

EXPLORE FREELY

- Public spaces are cleaned frequently with recommended cleaning products
- Highly frequented areas are cleaned & sanitized on an hourly basis
- Hand sanitizers are placed in all public areas

Pool Hygiene Procedures

- Our pool water is tested every 4 hours for pH & Chlorine saturation
- To maintain safe distancing, our pool beds are placed 1.5 to 2 meters apart

Gym, Kids Club & The Recreation Centre

- Mandatory temperature checks are performed before entry
- Sanitization of Gym equipment upon every usage
- Kids Club are completely disinfected thrice a day

HEALTH FIRST

- A specialized doctor is available 24/7 on the island for any medical assistance
- The medical room in the resort is equipped with AED (Automated External Defibrillator)
- Round the clock boat service to a local medical facility
- Well-equipped isolation area in the resort premises
- Certified disaster management team available to handle any exigency

EXPERIENCE ISLAND PLEASURE

Dive Center & Watersports

- Dive center equipment is sanitized with disinfectants & kept out of use for 72 hours
- Mandatory temperature checks before & after dive center activities

Spa

- Mandatory temperature checks before & after spa treatments
- Daily deep cleaning of the treatment rooms
- All spa colleagues wear a protective shield while performing the treatment

THE
OZEN
COLLECTION



DIVERSEY PRODUCTS & PROTOCOLS

- All our products, processes, and practices are tested and certified by Diversey, which are in sync with the World Health Organization (WHO) and Centre for Disease Control (CDC) norms
- Using hospital-grade disinfectants for fast-acting, broad-spectrum disinfection

DINE WELL

Enhanced Service Procedures

- Restaurant seating capacity is capped at 50% assuring a physical distancing of a minimum of 2 meters
- Menus with bar-coding technology & assisted buffet service with cloche in all restaurants
- Mandatory use of gloves & mask for food handlers to prevent cross-contamination
- Easy access to hand sanitizer for all guests & food handlers in all restaurants

Food as medicine

- Introduction of natural immunity-boosting food & beverages to help our guests stay healthy
- Preparation of food in small quantities to ensure fresh food is served to the guests

Sterilized Back-end Kitchen Operations

- Enhanced cleaning protocols using Diversey products: All dishes, cookware & crockery are washed at 80oc
- Safe storage of food: fresh consumables are stored between 0 to 4oc & frozen consumables are stored under -18 to -22oc
- Rigorous training on food hygiene & cross-contamination for all food handlers

Safe In-villa dining

- Introduction of new in-villa dining protocols such as usage of disposable boxes and enhanced table laying & clearance norms

BEHIND THE SCENES

- Protective gear including masks & gloves for all food handlers & housekeeping colleagues
- Electrostatic sprayers with professionally identified chemicals by Diversey are used to disinfect guest villas, colleague accommodations as well as all the public areas in the resort
- All supplies & materials are sanitized using Diversey products before being admitted into the resort premises