

Dusit Thani

MALDIVES

HEALTH AND SAFETY UPDATES

Update 19 July 2021

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:

- All restaurants are in operation (The Market, Sea Grill and Benjarong)
- 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 20:00
- Kids Club will be open according to a schedule.
- Our fitness centre will remain open 24hours
- Yoga classes and fitness activity will be available

Current Procedure:

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://imuga.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. Please note a QR code will appear once your health declaration has been successfully processed.
- **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

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To ensure the safety of all, the Health Protection Agency (HPA) has made it a mandatory requirement for all tourists to present a Negative result for a nucleic acid test (PCR test) for Covid-19 on arrival effective 10th September 2020. The sample for the said test must be taken not more than 96 hours prior to the scheduled time of departure from the first port of embarkation en route to the Maldives. However, please be informed that infants aged less than one-year-old are exempted from the aforementioned testing requirement.

Effective from 15th July 2021 by the Health Protection Agency of the Maldives, tourists originating from South Asian* countries are allowed to travel to the Maldives.

**(Afghanistan, Pakistan, India, Nepal, Bhutan, Bangladesh, and Sri Lanka)*

- Tourists are required to follow guidelines in place by the Ministry of Tourism <https://tourism.gov.mv>
- Travelers who develop COVID-19 signs and symptoms will be tested for COVID-19 and if the test result is positive, the traveler will be subject to isolation as per the Health Protection Agency protocols.
- Travelers who are contacts of COVID-19 cases will be subject to quarantine as per the Health Protection Agency protocols.

Kindly refer below screenshots 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.

Health Information

Please fill all the fields

Note

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 96hrs 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.

- scroll down -

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Do you have proof of a Negative PCR Test done 96 hours prior to your departure from your port of embarkation?	PCR Test Result / Proof of Vaccination
<input type="text" value="No"/>	<input type="text" value="Choose File No file chosen"/>
PCR Tested Date	PCR Tested Result
<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="Negative"/>
COVID-19 Vaccination	
Have you been tested positive for COVID-19 within the last 3 months?	Have you been vaccinated for COVID-19?
<input type="text" value="No"/>	<input type="text" value="No"/>
Name of Vaccine	
<input type="text" value="Name of Vaccine"/>	
Dose 1	Dose 1 Received Date
<input type="text" value="No"/>	<input type="text" value="dd/mm/yyyy"/>
Dose 2	Dose 2 Received Date
<input type="text" value="No"/>	<input type="text" value="dd/mm/yyyy"/>

Furthermore, **ON ARRIVAL**

- 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.
- 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.

SPLIT STAYS

Tourists are allowed to travel between inter-tourist facilities and all split stays must be according to the split stay procedure set forth by the Ministry of Tourism.

(Regardless of Vaccination status and despite a pre-arrival PCR test done prior to entry into the country) ALL Tourists who initially stay at a tourist guest house/ hotel or Resort as part of a split stay, must do another PCR testing for COVID-19 at latest **36 hrs. before arriving at Dusit Thani Maldives.**

A copy of the negative PCR result must be sent to resmaldives@dusit.com prior to arrival at Dusit. IF VACCINATED, a copy of the COVID-19 Vaccination Certificate and negative PCR result must also be attached.

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AT THE RESORT

- **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.**
- Local island tours are not possible until further notice.
- Temperature checks will be conducted daily at all Restaurants and at the 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's 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 has been redefined with more live stations and stringent safety protocols;
- our tables are spaced at the appropriate distance to maintain social distancing;
- touchless hand sanitizer are available in restaurant and bar;

Dusit Thani Maldives

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- all menus are available on QR code for downloading to your smart phone.

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 undergo a detailed cleaning and sanitation procedure. The sanitized guest villa will remain vacant until the next 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 also relaxed our Cancellation Terms for 2021 as follows:

Room Type	Travel Period	Free Cancellation
All 1BR units*	11 January - 23 December 2021	7 days prior to arrival

**Case to case basis for 2BR/3BR units*

Between 7 – 0 days or No Show, 100% cancellation charge applies.**

****If any of the travelling passenger tested positive for Covid-19, border closure or associated last minute flight cancellation, we will offer free cancellation or date change *after reviewing the documentation.***

Thank you for your co-operation, and we look forward to welcoming you soon to enjoy the complete Dusit Thani experience.