

ARRIVE SAFE

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

REST EASY

- Villas are deep cleaned, disinfected, and sanitised before arrival. In addition, every villa is left vacant for the recommended duration (overnight) before arrival.
- Room cleaning is performed in guests' absence, to minimise face-to-face contact.
- Villas are cleaned using hospital-grade disinfectants and electrostatic spray.
- All high contact areas are carefully cleaned and sanitised.
- Villa linen are laundered at high temperature using recommended disinfectants.

EXPLORE FREELY

- Public spaces are cleaned frequently, with recommended cleaning products.
- Highly frequented areas are cleaned and sanitised on an hourly basis.
- Hand sanitisers are placed in all the public areas.
- Regular temperature checks are carried out for guests and colleagues.

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 is completely disinfected thrice a day.

HEALTH FIRST

- A specialized doctor is available 24/7 on the island for any medical assistance.
- In-house medical room equipped for clinical care, basic medication, and first aid.
- Well-equipped isolation area in the resort premises.
- Round the clock boat service to a local medical facility.
- Certified disaster management team available to handle any exigency.

EXPERIENCE ISLAND PLEASURE

Dive Center & Watersports

- Mandatory temperature check before dives, excursions, and all Dive Centre activities.
- Dive centre equipment is sanitised with disinfectants and kept out of use for the recommended duration, after every session.

Spa

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



COVID-19 FREE

DINE WELL

Enhanced Service Procedures

- Menus with bar-coding technology.
- All-day Dining Restaurant: The emphasis is on Live Cooking Stations and Pre-plated Single Portions to minimise contact.
- Table spacing is ensured at all bars and restaurants, assuring adequate social distancing.
- Mandatory use of gloves and mask for food handlers to prevent crosscontamination.
- Easy access to hand sanitiser for all guests and 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 80°C.
- Safe storage of food: fresh consumables are stored between 0 to 4°C & frozen consumables are stored under -18 to -22°C.
- 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.



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.

THE
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Dear Guest,

A warm welcome to your very own resort!

Safety and well-being of our guests and colleagues have always been our priority here at **THE OZEN COLLECTION**. In the present times, I am proud to say with conviction that safety has become our second nature.

I promise that you are in one of the safest resorts, where we assure you the highest quality of service and hygiene, for a serene island stay.

Once you choose your stay, you can leave all your worries to us. Breathe clean air, explore the magical underwater world teeming with marine life, and sail in the deep blue Indian Ocean, while we put in our best efforts to create the perfect holiday experience.

Over the last few months, our team of dedicated colleagues has worked relentlessly to ensure the entire resort is safe to welcome you. We have inspected and elevated all aspects of resort operations to deliver uncompromised service that aligns with the World Health Organization (WHO) and Centre for Disease Control (CDC) health and safety protocols. In line with these endeavours we have partnered with Diversey, a global pioneer in cleaning and hygiene solutions.

Driven by Atmosphere Hotels & Resorts' philosophy, 'The Joy of Giving', we strive to create simple, delightful, and memorable holiday experiences with heartfelt generosity and care.

Thank you for your trust and once again, I welcome you to the magical world of white sand, sea, and sun!

We hope you feel like at home and enjoy your time with us,

Salil Panigrahi

Managing Director