

## NEW NORMAL FOR YOUR SAFETY AND PEACE (DISCLAIMER)

Dear Valued Guests,

Warm smiles all the way from Furaveri Maldives!

As we welcome our guests after the shutdown due to the COVID-19 outbreak, the following disclaimer is in accordance with the guidelines set forth by the Health Protection Agency (HPA) & Ministry of Tourism of the Republic of Maldives.

### ON ARRIVAL VISA (FOR CHECK-IN POST COVID-19 NEW NORMAL)

- ✈ Booking confirmation by Travel Agent or an email Confirmation letter / from the Resort (**compulsory**)
- ✈ A health document is required to confirm the tourist has a PCR test for COVID-19 with a negative result. The PCR test must be conducted within a maximum of 96 hours prior to departure to Maldives. (**compulsory**)
- ✈ Negative PCR certificate does not have to be in English Language. However, it must be a genuine certificate from a government approved or licensed or listed clinic.
- ✈ A valid Passport
- ✈ Return flight tickets
- ✈ Postal Address
- ✈ Emergency contact numbers and names of a relative or a friend
- ✈ Passport size photo (not compulsory)
- ✈ Tourists can book and travel from one tourist resort to another resort. Movement of tourists to another tourist establishment or split booking during their holiday is allowed with special permission by the Ministry of Tourism. If required, we will assist to make the arrangements by filling the form and coordinating with the confirmed resort and submitting the form to the Ministry of Tourism to obtain permission.
- ✈ **You are required to fill out an online health declaration form within 24 hours prior your departure to Maldives. A health declaration card will be required as part of the on-arrival procedure. This online health declaration form must be filled out by travelers 24 hours prior your departure to Maldives.**
- ✈ For Traveler Health Declaration form: <https://imuga.immigration.gov.mv/ethd/create>

### UPON ARRIVAL / AT THE AIRPORT

- ✈ Temperature checks and screening measures will be carried out at the first entry point
- ✈ There will be random COVID-19 tests done by the Health Protection Authority
- ✈ Special attention for tourists exhibiting COVID-19 symptoms including cough, runny nose, or shortness of breath
- ✈ All COVID-19 related issues will be as per Maldives Health Protection Authority for tests, isolation, or special transfers if necessary, and the associated costs will be absorbed by the guests.
- ✈ In the case of a positive PCR result (at airport on arrival), the tourist facility, where the tourist is booked to stay in the Maldives, shall be given the option of transferring the tourist to their booked accommodation to isolate in their designated room or to isolate in a government run facility. These options will also be subject to the individual's medical condition and if resort has a medical doctor on site. Transfer and accommodation of individuals who require treatment at a government managed facility will be at guests own expense. If a positive guest for COVID-19 is to be transferred to the booked resort, the transfer cost would increase and thus, additional transfer charges may apply. This additional cost will be charged to guest directly for settlement. Also, for those transferred to government facility for treatments, all associated costs will have to be absorbed by the guest.
- ✈ Our Airport Representative will meet you on arrival gate and arrange special waiting area for the next flight to the resort.
- ✈ Upon arrival to resort, you will be received by the Island Hosts and will be escorted for a quick check in.
- ✈ Luggage will be disinfected and sent to the villa.

### DURING YOUR STAY

- ✈ Please refer to TV channel for hotel information
- ✈ We recommend using our dedicated Guest call service to order any item from our shops, or to make any booking at any outlet without having to visit the outlets.
- ✈ Based on occupancy and space available, the tables inside Jaafaiy, Amigos and Udhares (Restaurants & Bars) will be kept at a minimum distance of one meter or more, the waiters will wear face masks and gloves when necessary
- ✈ As a precautionary measure, therapists at Furaveri Spa would also be wearing masks and at times, PPE while giving treatments.
- ✈ At this time Raiyvilla Restaurant and Kids Club will be closed for safety measures.
- ✈ We will also provide an information leaflet in the villa prior to arrival with dos and don'ts while at the resort, which would be related to safety measures against COVID-19 to prevent the spread of this disease.
- ✈ As per the regulation and policy set by the Maldivian government, in the event of an unfortunate COVID-19 death in a resort, the body will be taken to Hulhumale' (in Male' City) for burial and there will be no cremation or embalming and the body cannot be taken back home. Also note



that even if the death is not related to COVID-19 the body cannot be taken back home as per the policy of Maldivian government during this crisis period.

### **DURING THE STAY IF SYMPTOMS OF COVID19 ARE DEVELOPED, AND TESTED POSITIVE.**

- 🏠 If found to be positive for COVID19 while at the resort, the guest will be transferred to an isolation facility designated by Health Protection Authority (HPA). For a day or two while waiting for Health Protection Authority (HPA) to arrange and confirm the isolation facility, if guests are accommodated at Furaveri Maldives, we will provide accommodation in their own room as they will have to be quarantined to their room. (guest cannot go out of the room if found positive). Food will be provided by the resort, through In-Villa Dining.
- 🏠 Guests will have to bear the expenses of special evacuation transfers and also medical and accommodation charges at the isolation facility run by the government and guests are required to pay to Furaveri Maldives so that we can pay to the facility on their behalf (prior to guests departure from Furaveri to isolation facility).

### **CHECK OUT**

- 🏠 A letter will be sent to the room with invoice in the evening prior to departure
- 🏠 Check out takes place in lobby with social distancing practiced
- 🏠 Master / Visa / Union Pay cards are accepted for payments, Cash payments are not recommended.

### **GUEST DEPARTING FROM MALDIVES via Emirates Flight**

- 🏠 From 1 August 2020, all passengers travelling to Dubai, including passengers connecting in Dubai, must have a negative COVID-19 test certificate. The test must be taken a maximum of 96 hours before departure. All Passengers must have a negative COVID-19 PCR test certificate.  
<https://www.emirates.com/english/help/flying-to-and-from-dubai/tourists-travelling-to-dubai/#>
- 🏠 The hotel shall not be held responsible for any cost, delay other unforeseen circumstances related to this test.

### **COVID-19 TESTING OPTIONS (FACILIATED BY RESORT)**

#### **Option (A) (primary option)**

- 🏠 Sample will be taken by a trained medical officer at the Hotel.
- 🏠 Samples will be sent to Male' laboratory for testing on TMA seaplane same day.
- 🏠 Results will be sent to hotel prior to guest departure by the lab.
- 🏠 The cost per person for this option will be US\$140 (NETT)
- 🏠 Payment will be charged to guests and needs to be settled prior to departure from resort.

#### **Option (B) (secondary option)**

- 🏠 The Hotel will help guest to travel to a government authorized medical facility (by speed boat about 1.5hours)
- 🏠 Cost for the test is US\$195(NET) for test and US\$146(NET) for transfer = Total US\$341 (NET) per person.
- 🏠 This option is subject to availability of bookings at the medical facility at the time of guest / resort request.
- 🏠 Payment will be charged to guests and needs to be settled prior to departure from resort.

Kindly note that resort will not be taking responsibility where laboratories are unable to do test for any reason, and for any other unforeseen circumstances related to COVID-19 testing.

Kindly note that the testing procedures can change at any time depending on local authorities' guidelines and instructions.

For full details related to COVID-19 polices, please go through the below government websites,

### **USEFUL LINKS & INFORMATION SOURCES**

**MINISTRY OF TOURISM COVID-19 updates:** <https://www.tourism.gov.mv/latest-update-on-novel-coronavirus>  
**Official website:** <https://www.tourism.gov.mv>

**VISIT MALDIVES COVID-19 updates:** <https://visitmaldives.com/en/covid19-updates>  
**Official website:** <https://visitmaldives.com/en>

**MINISTRY OF FOREIGN AFFAIRS COVID-19 updates:** <https://foreign.gov.mv/index.php/en/covid-19>  
**Official website:** <https://foreign.gov.mv/index.php/en/>

**MINISTRY OF HEALTH COVID-19 updates:** <https://covid19.health.gov.mv>  
**Official website:** <http://health.gov.mv>



MALDIVES CIVIL AVIATION AUTHORITY (CAA): <http://caa.gov.mv>

Yours Sincerely,

**Mohamed Hilmy**

General Manager – Furaveri Maldives

**ACKNOWLEDGEMENT**

Guest Name: \_\_\_\_\_

Passport No: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_