

Dear Guests,

On behalf of all of our team at Velassaru we hope you are staying safe and well during these unprecedented times.

As we commence the process on welcoming our guests back to Velassaru we have compiled some information below that we hope will reassure you of the safety measures we are taking and to answer any questions you may have.

Our utmost importance is the safety of our guests and our staff, and we are following all the safety requirements and recommendation set out by all the relevant authorities available to us. We want to ensure that your holiday experience is not only a memorable one but a safe and enjoyable experience.

My team and I look forward to welcoming you back to Velassaru Maldives.

Bill Ignatiadis
General Manager

COVID-19 TRAVEL FAQ

Please find below a list of frequently asked questions about travelling to the Maldives and about our operations during this period. We have provided the official Government links as the requirements are revisited every 14 days, in order to ensure that the information given is valid and up to date.

Republic of Maldives Immigration will provide answers to the following questions below in preparation of your arrival.

<https://immigration.gov.mv/faq-for-visiting-the-maldives/>

Do I have to make a booking before I come for my holiday?

Has the Visa Process Changed?

What is the process for filling the Health Declaration Form?

Will I have to do a Covid-19 test?

What kind of tests will be done before I can go to my hotel?

Will I have to pay if I get random testing?

Do I have to spend 14 days in quarantine before I can start my holiday?

Do I have to wear a mask?

How will I know social distancing practices to follow at the airport?

How will I get to my hotel?

Are there medical services available at the hotel?

Can I visit a different island while I am here on holiday?

What if I have transit needs?

Do I have to do a Covid-19 test before I can leave the Maldives?

What can I do to have a safer holiday experience in the Maldives?

Arrival to the Maldives

1. What happens to me if I have a cold/symptoms on arrival?

All tourists will undergo non intrusive temperature checks on arrival to the Maldives.

You may also be chosen for a random Covid-19 PCR test by the Health Protection Agency. This is a voluntary test and the Maldives Government will pay the cost for random testing.

For all guests who exhibit any symptoms of Covid-19 on arrival, a PCR test will be required for all those travelling together.

Testing will be conducted by the Health Protection Agency of the Maldives and you will need to stay in their care until results have been received.

2. What happens if I get randomly picked for testing?

Testing will be conducted by the Health Protection Agency of the Maldives and you will need to stay in their care until results have been received.

If your results are negative, you may continue to your resort as booked.

If your results are positive for Covid-19, you will need to stay in the care of the Health Protection Agency.

3. What happens if I test positive for Covid19 on arrival to the Maldives?

If you test positive for Covid 19 on arrival to the Maldives, you will be required to stay in the care of the Maldives Health Protection Agency in designated accommodation.

4. Does the resort allow arrivals from other tourist establishments in the Maldives?

Split stays are permitted between the tourist establishments that meet all compulsory requirements under the 'split stay guideline' established by the Maldives Health Protection Agency.

If you are arriving from another tourist establishment in the Maldives, the resort at its own discretion requires a mandatory Covid-19 negative PCR test where the sample is taken at least 48 hours prior to arrival to the resort.

We also highly encourage guests to minimise the movement within the country as a precautionary and safety measure.

Transfer to the Resorts

5. How are the transfers to the resort managed?

Transfers to the resorts will be operating as per the guidelines given by the Health Protection Agency, with the enhanced cleaning and safety measures in place until otherwise advised.

Velassaru manages their own transfers and will be ensuring all the relevant cleaning and social distancing will be adhered too during the transfer from the Airport to the resort.

6. What happens if I miss the resort transfer due to delays inside the airport?

As Velassaru manages their own transfers, any delays you may encounter inside the airport we will ensure you still get to the resort with one of our boats. Our airport team will await your exit from immigration and give you all of the relevant transfer time information.

Whilst in Resort

7. Will our villas still get twice daily service?

We are servicing the villas once a day until advised. Under the current circumstances, turndown service is not available.

8. Do we have to wear masks on the resort?

Masks will be required only in designated closed areas if applicable.

9. Can I still go on excursions?

You may still go on selected excursions although the maximum numbers may be reduced.

10. Can I pay in cash?

We would prefer debit/credit cards, but cash will be accepted.

11. What medical facilities do you have?

Velassaru has its very own medical clinic which will have all the required Health Protection Agency advised PPE and safety equipment to manage most medical issues or emergencies. Anything our resort doctor cannot manage we will ensure a direct transfer to one of the major hospitals located on the airport island.

12. Are buffets still available as per normal?

We will be running our buffet at Velassaru, however as per advised medical WHO guidelines, service will be handled by trained staff members until otherwise advised.

13. Do we need to reserve a time to dine for our meals?

Reservations will be required in all of speciality restaurants as per our usual policy. Please note that dining numbers and capacities may be affected as well operating times and days.

14. Are all the restaurants and bars open?

Restaurants and bars are generally open, though opening days and hours may be affected based on occupancy of the resort.

15. What type of evening entertainment is available during this period?

We will endeavour to ensure our music entertainments schedule is operating as previously. We may need to make some amendments based on social distancing and Health Protection Agency guidelines.

16. Are we able to use the resort swimming pool without restrictions?

Swimming pools can be used although the maximum numbers at any given time may be reduced to account for social distancing.

17. How do you ensure sanitation of hot tubs and pools in the rooms?

Enhanced cleaning measures are in place for all hot tubs and pools. All rooms are kept vacant 24 hours prior to new guest arrival.

18. What happens if I develop COVID-19 symptoms during my stay at the resort?

In the unfortunate event where your results are positive for Covid-19, you will be required to transfer to a designated isolation accommodation in the resort and a special rate on Full Board basis will be extended. Cancellation charges will be waived off for the rest of the stay for the originally booked accommodation.

19. What happens if I need special medical care or if my symptoms worsen?

Whilst you are in our care, you will be closely monitored by our in-house Doctor. In case your symptoms worsen, we will consult the Maldives Health Protection Agency and based on the medical personnel's advice, further actions will be taken. You may be required to transfer to a close by hospital or medical facility available.

20. What if I require a PCR test prior to my departure?

For any guests that require PCR test on departure, the resort will arrange testing through a Government approved facility. This service should be requested at the time of reservation or on arrival. The costs of the PCR test will be charged to guests. Pricing is available on request.

21. Can I buy a travel insurance policy from the Maldives?

Allied Insurance company of the Maldives has launched a Covid-19 insurance policy focusing on tourists who visit Maldives. This policy covers specific expenses that may incur due to a positive diagnosis of Covid-19 whilst on holiday in the Maldives including charges for isolation, emergency medical transportation and other emergency medical expenses. You can find the details of the insurance plan from the following link: <https://allied.mv/inbound>