



PATINA
MALDIVES • FARI ISLANDS



COVID-19 MEASURES TAKEN AT PATINA MALDIVES, FARI ISLANDS

AT THE AIRPORT

All teammates will be temperature checked at the start and end of duty.

It is mandatory for teammates of Patina Maldives, Fari Islands to put on Personal Protective Equipment (PPE) including gloves and face masks when they are on duty.


They will also pay additional attention to maintain an appropriate distance from other resort representatives.

Physical contact, such as shaking of hands, between teammates and guests is strictly prohibited.

During arrival and departure, the Airport Executives will assist guests with their luggage to the speedboat/baggage screening area respectively.

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 A MEMBER OF
DESIGN HOTELS



ON THE SPEEDBOAT

Airport Executives will inform guests that all their luggage will be disinfected before loading.

Hand sanitizer and masks will be available on board for guest use.

Speedboat floor, seats and all surfaces will be disinfected before and after each trip.

Speedboat crew will wear gloves and masks during service.

Social distancing regulations by WHO and the Maldives Government will be followed while seating guests in the speed boat. Clear signage of maximum number of passengers will be displayed on the boat.

All high touch points will be disinfected between trips.

ARRIVAL AND DEPARTURE

Temperature checks will be done for all guests at the arrival jetty upon arrival and hand sanitizers will be provided.

Teammates will not carry any guests' handbags.

All guest luggage will be disinfected before loading to a buggy for delivery.

Guest must fill the Online self-declarative health declaration on Maldives immigration website 24hrs prior to departure. (Essentialists will assist guests to fill if requested by guest)

Below note will be included in the guest departure letters.

IMPORTANT NOTE:

Changes have been made to general entry requirements to the Maldives due to Coronavirus (COVID-19), effective from 16th July 2020. Following with health requirements, all travelers travelling to the Maldives are required to submit an ONLINE SELF-DECLARATIVE HEALTH DECLARATION via <https://imuga.immigration.gov.mv/> within 24 hours before departure TO and FROM Maldives. Kindly make sure that ONLINE SELF-DECLARATIVE HEALTH DECLARATION form is filled when you are arriving and departing (before coming to Airport)."

RESORT BUGGIES

Buggies will be cleaned daily and after every buggy ride using appropriate disinfectant.

Buggy drivers will wear disposable masks while driving.

Sanitizing wipes will be available in the buggy for guest-use.

PCR TEST FOR GUEST

All guests travelling to Patina Maldives, Fari Islands from another Country/ resort/island will require a negative (PCR Test) for Covid-19. However, infants less than one-year-old are exempted from the testing mentioned above requirements. The said test sample must be taken not more than 48hours before the scheduled time of departure.



PCR test will be done for all guest departing from Patina Maldives, Fari Islands two days prior to departure.

A charge of US\$80 plus taxes will be charged to guest account per PRC test

CLEANING GUEST VILLAS & PUBLIC AREAS

Teammates will use gloves and masks at all times.

Appropriate disinfectant will be used to clean all surfaces

Spray/atomizer will be used on all surfaces and other inaccessible areas of all check-out villas.

Villas will have extra disinfection of the most frequently touched areas, including light switches, door handles, TV remotes, thermostats and more.

Increased cleaning and disinfection frequency of public areas.

AT THE RESTAURANTS & BARS

All tables will be sanitized after every meal prior to serving other guest.

All the teammates will wear protective masks and gloves in all guest facing areas.

Temperature will be checked on all guests when arriving at the restaurant.

Sanitation stations are prepared in all restaurant entrances for guest use.

Seating configurations are modified, to effectively implement social distancing (2m by 2m).

Buffet offerings minimized as much as possible.

All restaurants undergo an intensive cleaning schedule three times a day.

FOOTPRINTS

All teammates will be temperature checked at the start and end of duty.

No non-essential staff will not be permitted to Footprints during operational hours.

All guests/children to Footprints will be temperature checked on arrival and logged on the sign-in sheet.

Teammates will wear masks when in any enclosed spaces or following resort guidelines for mask usage.

Children will be asked to wash their hands with soap and water after each activity.

Games and activities that involve physical contact will be limited.

All colleagues to sanitise hands every 30 min or after being in contact with young guests.

Hand sanitizer will be available in all areas.

Hand sanitizer will be stored out of reach of children when not in use or in a locked cupboard.



Seating plans will maintain social distancing rules for activities that involve being in an enclosed space.

All surfaces except floor to be cleaned every 2 hours.

Floors to be cleaned twice a day.

Footprints will be cleaned fully at the start and end of each day's program.

No consumption of food will be permitted in Footprints and all cooking classes will follow culinary guidelines on safe and best practices.

All used towels will be bagged and separated for cleaning.

All toys and games will be cleaned and sanitized after every use and at the end of the day using proper disinfectant.

All computers, electronics and touch points will be cleaned and sanitized after each use.

FLOW

GUEST ARRIVALS AT FLOW

Temperature screening will be performed for all guests.

Touchpoint areas will be disinfected and hand sanitizer and masks will be available at the reception for guest use.

Teammates will wear masks at all times.

TREATMENT ROOMS & GUEST JOURNEY

A face mask will be offered to the guest before the treatment.

Spa therapists will use a face masks throughout the guest's treatment and wash and sanitize hands before and after each treatment.

Spa equipment used will be disinfected with UV sterilizer machines.

Treatment rooms will be given extra clean up time.

Used linen will be removed immediately after each guest treatment.

Treatment rooms will be aired out after each guest for clean air circulation.

Spa teammates' temperature will be checked before duty.

REBOOT

Only guests from the same villa can occupy the gym at the same time.

All machines are sanitized after guest use with cloth and disinfectant.

All yoga mats will be sanitized between each class, as well as the yoga pavilion floor. Mats will be placed outdoors for a minimum of one hour after been sanitized.

Classes will be held outdoors and will follow the social distancing guidelines (radius of 2m)



WET AREA

Steam/sauna rooms will be available with reservations, with only guests from one villa per session.

There will be a minimum of one hour between sessions to sanitize the areas properly and switch on again for next use.