

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

Dear Valued Guests,

Warm smiles all the way from Furaveri Maldives!

As we live in the world of “New Normal” now, 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)
- Travelers to Maldives (including tourists) who have completed their two doses of Covid-19 vaccination (recognized by WHO) 2 weeks prior to travel are also now required to have 96 hours negative PCR test before arriving to the Maldives, this includes travelers who were positive and recovered as well.
- 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 negative PCR test and special permission by the Ministry of Tourism. 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.
- Yellow Fever Vaccination Certificate, if applicable. [Click here](#) to check the Yellow Fever endemic countries.
- 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.
- Health Protection Agency has implemented the following regulation for those arriving from South Africa, Botswana, Namibia, Zimbabwe, Mozambique, Lesotho and Eswatini, effective 28th November 2021 until further notice. To suspend the entry for travelers (excluding Maldivians and Work permit holders) arriving from the aforementioned countries (including those who have been in any of these countries in the past 14 (fourteen) days and who have been in transit for more than 12 (twelve) hours).
- 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 a 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 Island Hosts 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, Udhares and Raiyvilla (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.
- Due to COVID19 restrictions imposed by the Government of Maldives all visits to local islands are halted, this includes local island

excursions.

- 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 as they will have to be quarantined. (Guest cannot go out of the room if found positive). Food will be provided by the resort, through In-Villa Dining.
- Guests who are positive and have to stay in quarantine at the resort, a special in-house rate of USD180 per double room (Garden Villa) per night on Full board basis will be charged, children up to 11.99 years will be accommodated in the same room on a complimentary basis with full board meals (up to 2 children – 11.99 years). For extra adult USD75 per adult per night on full board basis will be charged. USD6 per person per night will be charged for green tax.
- For guests who wish to stay in other villa categories, a discounted in-house rate will be provided on request. Villas will be subject to availability.
- Guests will have to bear the charges of the medications provided by the in-house doctor if required.
- Guests will have to bear the expenses of special evacuation transfers if required 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.

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

- Sample will be taken by a trained medical officer at the Hotel.
- Samples will be tested at our very own PCR testing laboratory at Furaveri (The first PCR testing laboratory in a resort in Northern region of Maldives)
- Results will be provided to the guests prior to departure from resort.
- The cost per person for this option will be US\$90 (NETT).
- Payment will be charged to guests unless it is included in the booked package 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 as laboratory is run by a third party.

Effective 31st January, all passengers bound to Dubai required PCR test done within 72hours. Only Dubai Nationals have the option to do it on arrival. Transit customers will have to comply with their destination regulations.

Countries around the world have issued specific rules and regulations to limit the spread of COVID-19 and keep you protected when you travel. It is important that you read these guidelines before you travel and follow them at all times. Depending on where you are flying to or from, your test must be carried out either between 48, 72 or 96 hours ahead of your flight departure time.

We strongly advise to check with your flight Operator / Travel Agent if you will need a COVID-19 test when you are returning home, regulations are based on your country requirement from the health authority, and if you are advised by your country health authority to do a PCR test, please reach out to our resort reception on your arrival day to notify and make arrangements to do the PCR test.

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

Yours Sincerely,  
**Mohamed Hilmy**  
General Manager – Furaveri Maldives

#### **ACKNOWLEDGEMENT**

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

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

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

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