



AN IHG HOTEL
KANDOOMA
MALDIVES

HOLIDAY INN RESORT KANDOOMA MALDIVES

Information you need to know before you travel

PLANNING YOUR STAY IN THE MALDIVES

Can I stay at different Resorts when holidaying in Maldives?

Guests are advised to inform Holiday Inn Resort Kandooma Maldives at the point of booking if they hold reservations with other resorts. Guests arriving to Holiday Inn Resort Kandooma Maldives PCR is no longer required to enter the Maldives prior to arrival. if the individual(s) have completed the prescribed dose(s) of a Covid-19 vaccine that is being approved by the Maldives Food & Drug Authority or by the World Health Organization (WHO) Emergency Use Listing (EUL) and at least 14 (fourteen) days have passed since.

Has the Visa Process changed?

On-arrival visas are still available for all tourists, and visa extensions are available for any long-stay holidaymakers. For your free 30-day on-arrival tourist visa, you have to provide:

- i. A confirmed hotel booking, sufficient funds and confirmed return ticket.
- ii. Traveler Declaration Form x 2 (on arrival and prior to departure 72 hours)
- iii. A PCR test is no longer required to enter the Maldives. Infants less than 12 months old are exempt from this requirement. Travellers who have transit of 24 hours or more during their journey are not required to redo their PCR test prior to arrival in the Maldives.

What if I am vaccinated?

All travelers, irrespective of their vaccination status to the Maldives is no longer required to present a negative PCR test, if they have completed the prescribed dose(s) of a COVID-19 Vaccine approved by the World Health organization in Emergency Use Listing (EUL) or the Maldives Food and Drug Authority and at least 14 (fourteen) days have passed after the prescribed doses(s), Prior to entry into the Maldives. (Booster dose(s) are not required to be eligible for this exemption). Travelers who have transit of 24 hours or more during their journey are not required to redo their PCR test prior to arrival in the Maldives.

A negative PCR test will be required for all accompanying children (1 year and above) who are not eligible for the COVID-19 vaccines. Infants less than 12 months old are exempt from this requirement.

If vaccinated, you are required to present a valid vaccination certificate (either print or digital) which must contain: full name of the traveler, date of birth, name of the vaccine (brand), dates of receiving the doses and the name of the institution that administered the vaccine.



PLANNING YOUR STAY IN THE MALDIVES

What is the process for completing the mandatory Health Declaration Form?

Traveler Declaration (TD) must be completed in and submitted by all travellers travelling to and from Maldives, within 72 hours prior to their travel. You may submit the form electronically via <http://imuga.immigration.gov.mv>

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

All physical distancing guidelines are clearly marked with visible distance information and floor markings in passenger terminals. Hand sanitisation and hygiene facilities are also available.

Do I have to wear a mask at the Airport?

Facemasks are not mandatory at the airport.

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

We encourage all visitors to install the Maldives' contact tracing app 'TraceEkee' (App Store / Play Store) before arrival into the country to help us ensure your safety and the safety of others as you enjoy your holiday. Always remember to practice good hygiene, frequent handwashing/use of hand sanitizer, respiratory etiquette and maintain at least 1 metre of physical distance between others outside your contact bubble, throughout your trip.

Am I required to undergo a PCR test for COVID-19 on arrival?

No. Only those who display COVID-19 like symptoms, such as a fever above 38 degrees Celsius, coughing or sneezing, will be tested for COVID-19.

What kind of tests will be performed at the immigration upon arrival to Maldives?

All tourists will undergo non-intrusive temperature checks and screening on arrival to the Maldives which includes a health questionnaire and a history of recent travel. You may also be chosen for a random COVID-19 PCR test by the Maldivian Health Authorities.

Do I have to pay if I get chosen for random testing?

No. If chosen for random PCR test on arrival at the airport, the Maldives Government will bear the cost for testing.

If I am showing signs associated with COVID-19?

If you are showing signs associated with COVID-19 on arrival, you will be required to undertake a PCR test. If you are found to be COVID-19 positive you will be required to isolate for 7 days at the resort for which you have confirmed booking. Please note, members of your travelling party will also be PCR tested only if they show any symptoms and be subjected to quarantine if they are found to be COVID-19 positive. Completion of 7 days isolation you will be released without further PCR test

PLANNING YOUR STAY IN THE MALDIVES

What happens if I am tested positive for COVID-19 or identified as close contacts to a person that has tested positive?

- *If you are found to be COVID-19 positive, you will be required to isolate for 07 days from the date of sample collection at the resort for which you have a confirmed booking. Please note, members of your travelling party (close contacts) will also be PCR tested only if they shows any symptoms and be subjected to quarantine if you are found to be COVID-19 positive. The isolation period will come to an end upon completion of seventh day of isolation from the date of sample collection. However, those who exhibit COVID-19 symptoms at the end of isolation period specified are required to continue their isolation until 24 hours after symptoms have cleared. Please note that the costs associated with the testing and isolation, including accommodation and meals are to be borne by you and your guests.*

What happens if I am identified as a close contact to a person that has tested positive for COVID-19 ?

- *Individual(s) who are identified as a direct contact of a positive case and who have completed the prescribed dose(s) of a COVID-19 vaccine and staying separately from a COVID-19 positive person , if Asymptomatic quarantine is not required and mandatory PCR test at the end of 5th day from the date of last exposure to a positive person.*
- *Individual(s) who are identified as a direct contact of a positive case and who have completed the prescribed dose(s) of a COVID-19 vaccine and staying separately from a COVID-19 positive person , if symptomatic do a PCR/ Rapid antigen test, if tested negative quarantine is not required and do another PCR test at the end of 5th day from the date of last exposure to a positive person*
- *Individual(s) who are identified as a direct contact of a positive case and who have completed the prescribed dose(s) of a COVID-19 vaccine and staying together with a COVID-19 positive person , quarantine is till the positive person is de-isolated, do a PCR test and will be released with negative result and repeat another PCR test 5 days from the date of de-solation of the positive case*

RESORT PROCEDURES

AT HOLIDAY INN RESORT KANDOOMA MALDIVES

Do I have to wear a mask at the resort?

Wearing a mask or face-covering are not required in public areas at the Resort or when receiving services in your villa, we recommend practice social distancing irrespective of your vaccination status. A face covering is not mandatory inside the restaurant service areas. Please note that selective resort colleagues will be wearing masks and associated PPE depending on their respective duties.

What tests will be done when I arrive at the resort to check-in?

Upon arrival, there is no mandatory tests are considered. Should you exhibit suspected COVID-19 symptoms during your stay, have arrived from a high risk region (international or domestic) or new health measures have been stipulated by the government of the Maldives, the resort reserves the right to request a PCR test.

What tests will be done when I depart at the Resort upon check-out?

Exit screening will be not conducted anymore, However the resort has all rights to request a PCR test.

Are there medical services available at the resort?

Yes. *There is a on-site clinic and resident doctor available 24/7.*

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

Tourists may visit other operational tourist facilities is no longer subject to prior approval from the Ministry of Tourism. Guests are advised to inform Holiday Inn Resort Kandooma Maldives at the point of booking if they hold reservations with other resorts. Guests arriving to Holiday Inn Resort Kandooma Maldives will not required a negative PCR test prior to arrival.

AT HOLIDAY INN RESORT KANDOOMA MALDIVES

I need to have a PCR test carried out before I leave the resort. Is this possible?

Yes. The resort can arrange a PCR test to be carried out prior to your departure.

*Please ensure you advise the resort at the time of booking and reconfirm upon check-in on your requirement and advise the maximum timing to conduct the test (i.e. 24hrs, 48hrs or 72hrs before departure). The sample will be taken at the resort clinic by our doctor and transported to the PCR testing facility in the capital city of Male'. **The cost of the PCR testing is USD 95 nett per person / per sample including a handling and transportation fee that will be added to your final bill.***

Please note that the resort has to comply with all directions and regulations of the Maldives Government relating to responses to Covid-19 (and other such illnesses). By confirming your reservation at Holiday Inn Resort Kandooma Maldives, you agree to the following:

In this respect, if the Maldives Government mandates any treatment, tests, quarantine or any other such provisions which results in the Maldives Government imposing a charge or a fee and/or where the government expects the resort to reimburse or pay the Maldives Government any such amounts relating directly to the guests and/or the resort incurs any direct or indirect cost relating to the performance of any obligations by the resort (including but not limited to the transportation and itineraries of guests as per government requirements) then these amounts shall be payable to the resort by the guest and shall be added to the final bill of the guest that the guest will settle upon departure or checkout.

The resort also reserves the right to require guests to provide a deposit or credit card guarantee if such costs are envisaged.

AT HOLIDAY INN RESORT KANDOOMA MALDIVES

What if I test positive and need to quarantine at Holiday Inn Resort KandoomaMaldives?

Should you test positive at the resort, based on the guidelines issued by the Health Protection Agency in Maldives, we will make arrangements to shift you to a designated quarantine room at the resort for 7 days or till you test negative.

Rates for the quarantine period:

USD 335.00++ per night per villa on single occupancy

USD 395.00++ per night per villa on double occupancy

Inclusions:

01 PCR test per stay of 7 nights. Any additional PCR tests will be charged an additional USD 75.00++ per sample per person

Daily full board (breakfast, lunch and dinner) delivered to your villa

Medical assistance by the Resident Doctor at the resort

OUR COMMITMENT TO HEALTH & SAFETY

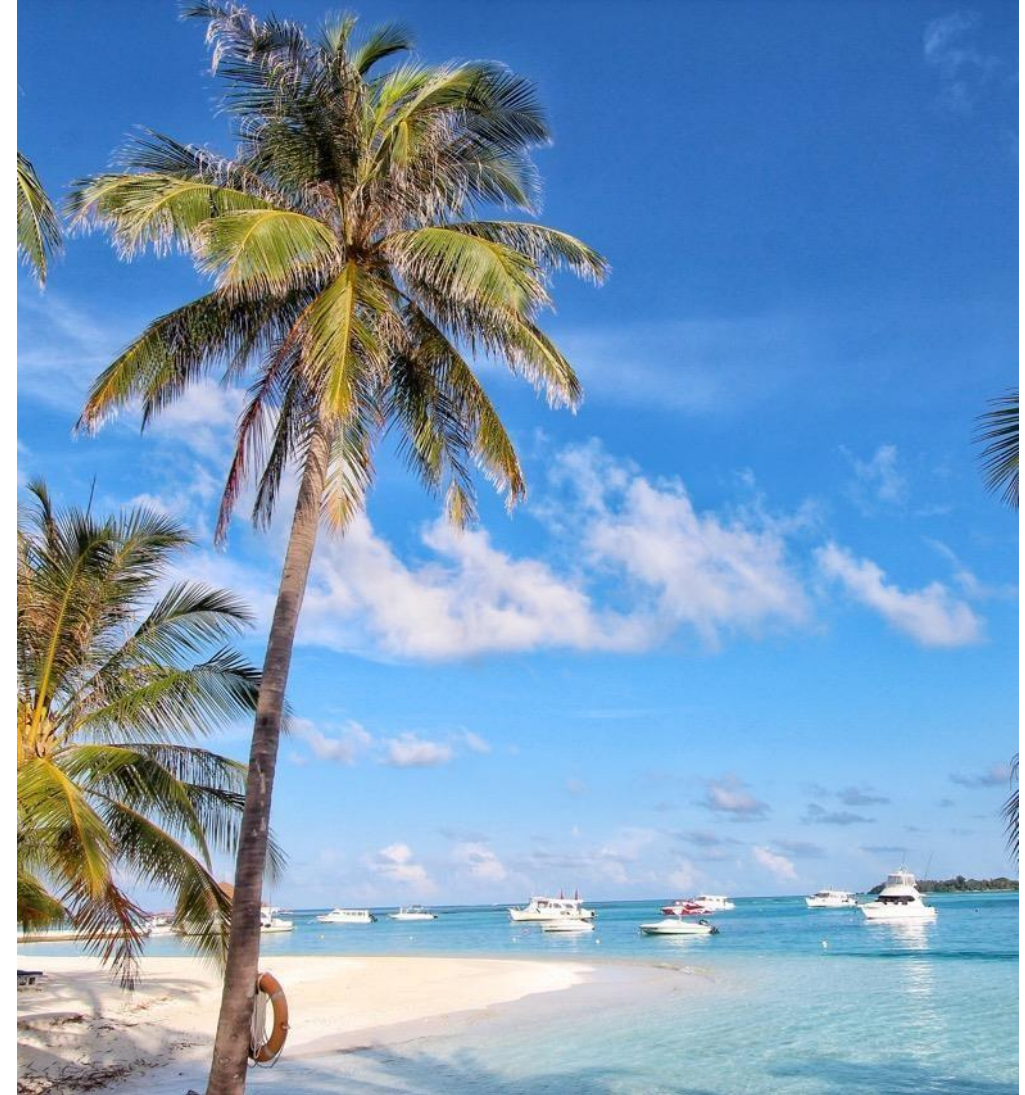
Airport Services

Arrival at the Airport:

- *It is not mandatory to wear a face mask.*
- *Guests to make their way to Airport Counter number 45 to meet the resort Airport Representatives.*

Speedboat Transfers:

- *Speedboat with full capacity.*
- *Guests are offered life jackets and water as they embark*
- *Guests and crew members are all not required to wear masks through out the journey to the resort*



Your Villa

- *Your villa will be serviced everyday unless requested for DND*
- *Housekeeping Attendants will be attired in the appropriate PPE before entering guest villa.*
- *Housekeeping Attendants will follow the IHG Way of Clean process*
- *Hand held UV black lights will be used to inspect the bathrooms*

Buggy Services:

- *Buggy service is limited to the same travelling party or family at one time*
- *Buggies will be sanitized before and after each use*
- *Hand sanitizer is available at all times*



Restaurants & Bars

What type of restaurants and bars can be found in the Resort?

Kandooma Café - all day dining restaurant serving international and local delights

Bokkuraa Coffee Club - offers a great variety of hot and cold dishes as well as your favorite poolside beverages

The Kitchen - the signature dining restaurant offering first class seafood and Asian dishes served

alongside sunset views

Pool Bar - where you can relax under the shade of a coconut grove with your favorite poolside

beverages

The Lounge - features live entertainment on special nights or weekly DJ music to get you in the spirit of island living

The Deck - probably the best place in Kandooma to catch the sunset. Enjoy an aperitif or after-dinner cocktails mixed to perfection by the resident mixologist

BAR-aveli Bar - one of the preferred spots to watch a dazzling Maldivian sunset located a few

steps away from the tranquil ocean

What time is the breakfast served?

Breakfast is served daily from 6.30am to 10.30am at *Kandooma Café* located on the left side of the reception.

Where is The Kitchen Restaurant located?

The Kitchen Restaurant is located at the *right side of the reception facing the front beach*.



Where is the Bokkuraa Coffee Club located?

Bokkuraa Coffee Club is located at the left side of the Kandooma Café in front of the pool. May I show you the way?

What are the Restaurant Theme Nights in the Resort?

MONDAY - Fisherman Market at Bokkuraa Coffee Club
TUESDAY - Spirit of Maldives at Kandooma Café
WEDNESDAY - International Buffet at Kandooma Café
THURSDAY - Dine In The Kitchen at The Kitchen Restaurant
FRIDAY - International Buffet at Kandooma Café
SATURDAY - International Buffet at Kandooma Café
SUNDAY - Beach BBQ at Kandooma Café

How much are the Buffet prices in the Resort?

For Breakfast US \$30.00++ | Lunch US \$39.00++
Dinner US \$69.00++

Do you have Evening Entertainment in the Resort?

Yes, we have Live Band Music

The Duo from 7.00pm to 10.00pm from Saturday to Thursday.

DJ from 8.00pm to 11.00pm Friday

Live Band Music with the Duo from 7.00pm to 10.00pm Sunday



What time is Happy Hour?

Happy hour starts from **2.00pm to 4.00pm** at ***The Beach Bar***

What are the available complimentary items in the mini bar?

All the items will be chargeable ***EXCEPT*** for the package of milk. This will be refilled during servicing your room, once per day.

Is room service included in our meal plan?

Room Service is NOT included in your Meal Plan.

Where is the mini bar price list located?

In Beach Houses: The mini bar price list is located on the glass counter where you can find the kettle

Beach Villas: The minibar price list is in the drawer on top of the minibar itself.

In Over Water Villas: The mini bar price list is in the drawer above the minibar itself.



Recreational Activities

Water Sports & Diving

- *Water Sports counter will be disinfected on a daily basis*
- *Guests are requested to bring the towels that have been placed in their villas*
- *All equipment will be segregated and disinfected after each use*

Swimming Pool & Main Beach

- *Guests are requested to bring the towels that have been placed in their villas*
- *All deck chairs have been spaced out to adhere to social distancing guidelines*

Yoga

- *Yoga sessions will be operated morning and sunset classes.*
- *All yoga mats will be sanitized before and after each session.*



Kids Club & Fitness Centre

Kids Club

- *Welcome to our Kandoo kids club from 8 Am to 8 Pm with daily program.*

Fitness Centre

- *Self service cleaning station to be available with disinfectant spray and cloth*
- *The facility will be disinfected .*
- *Fitness Center opens 24/7*





AN **IHG**® HOTEL

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