



# THE RESIDENCE MALDIVES

## precautionary measures

### general measures.

- All staff will be tested for rapid antibody test or polymerase chain reaction (PCR) test when arriving at the resort.
- All staff will be trained on social distancing, use of personal protective equipment (PPE) & disinfection processes.
- Temperature checks on staff before they start their work.
- Resort Doctor available on-site to monitor the health of all guests and staff.
- All staff will wear face mask & gloves in their respective areas of work.

### arrival.

- All guests will be given a care package which includes one face mask & hand sanitizer (Pet Bottle) on arrival at Male' International airport.
- Seats in airport vehicles & speed boats will be assigned as per the social distancing norms.
- Airport vehicles & boats will be disinfected after every trip.
- Guests' luggage will be disinfected before being delivered to villa.
- All staff will be wearing face mask & gloves when handling guests and guests' luggage or belongings.

### restaurants & bars.

- Table layout will be as per social distancing norms.
- Menu will be on iPad which will be disinfected after every guest usage.
- Cutlery, Crockery & Glassware will be disinfected & sanitised after each usage & then washed in dishwasher.
- Napkins will be disinfected before washing in the laundry & will not be touched by bare hands at any stage.
- Room service private dining buggies will be disinfected after every delivery.

### kitchen.

- Fruits & vegetables will be sanitised & stored in the chillers & freezers
- Monitoring of food contact surfaces when using disinfectant.
- If Buffet is served, will be mainly individual a-la minute stations for live cooking upon guests order and will be individually portioned.
- Food containers are cleaned, disinfected & sanitised properly.
- Transportation of food will be in appropriate transport vessels and disinfected after use.

### spa.

- Treatment rooms and yoga mats will be disinfected after each session.
- Guest slippers to be sanitised after each use.
- Spa Therapists will sanitize their hands before commencing the treatment.
- Spa Therapists will sanitize guest's hand/feet before commencing the treatment.

### dive & water sports.

- Diving gear will be disinfected & sanitised after each use.
- Snorkeling fins, masks & snorkel will be disinfected & sanitised after each use & before issuing to guests.
- Social distancing norms will be maintained during the boat ride for diving and cruises.
- Excursions will be conducted with the social distancing procedures including limiting the number of guests.
- Sanitizers will be placed in the diving & excursion boats.

### kids club.

- All equipment and toys will be cleaned and sanitised after each use and after the closure of the club.
- Children to wear masks and gloves during the activities.
- Social distancing to be maintained during the activities.

### front office.

- Reception counter staff spaced at least one-metre apart.
- Queue markers with one-metre spacing will be implemented.
- Seating in lobby and common areas will be spaced one-metre apart, or have alternate seats crossed out
- Villa key cards will be sanitised before issuing to guests
- Hand sanitizers will be available in the guest buggies.
- Buggies will be disinfected regularly on an hourly basis.

### housekeeping.

- All villas will be disinfected before guests' arrival.
- Linen will go through a disinfection process before washing in the laundry.
- High-touch areas in the villa will be disinfected on a regular basis.
- Guest Service Directory and In-Villa Dining menu are available on the television.

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by *Cenizaro*

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