



INTERCONTINENTAL®  
MALDIVES MAAMUNAGAU RESORT



INFORMATION TO KNOW BEFORE YOU TRAVEL TO THE MALDIVES

# PLANNING YOUR STAY IN THE MALDIVES

## ***Can I stay at different Resorts when holidaying in Maldives?***

*Under current circumstances, tourists may visit other operational resorts subject to prior approval from the Ministry of Tourism. Guests are advised to inform the resort at the point of booking if they hold reservations with other resorts so that we may facilitate the approval process. Travel to other islands and to the capital city of Male' is prohibited.*

## ***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. Health Declaration Form x 2 (on arrival and prior to departure)*
- iii. A negative PCR test conducted within 96 hours prior to the scheduled time of departure from the first port of embarkation en route to 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 required to redo their PCR test prior to arrival in the Maldives.*

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

*Traveller Health Declaration (THD) must be completed and submitted by all travellers travelling to and from Maldives, within 24 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 throughout the airport.*



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# PLANNING YOUR STAY IN THE MALDIVES

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## ***Do I have to wear a mask at the Airport?***

***Yes.*** All tourists are required to wear facemasks at the airport, during domestic travel and in all enclosed public spaces.

## ***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 3 feet 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. 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, 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 14 days at the resort for which you have a confirmed booking. Please note, members of your travelling party will also be PCR tested and be subjected to quarantine if you are found to be COVID-19 positive. At the end of the 14 day quarantine period, you and your travelling party will have to undergo a second PCR test and can depart the Maldives only if the results are negative. If positive, further quarantine is required.*

*Please note that the costs associated with the testing and isolation are to be borne by you and your guests.*

# RESORT PROCEDURES

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## AT INTERCONTINENTAL MALDIVES

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### ***Do I have to wear a mask at the resort?***

*We recommend all guests to wear a mask or face-covering and always practise social distancing when in public areas at the resort and when receiving services in your villa. Please note that all resort colleagues will be wearing masks and associated PPE depending on their respective duties.*

### ***Is social distancing mandatory at the resort?***

*Yes. The resort has enforced social distancing in our public spaces however we advise all guests to maintain a minimum of 2 metres from guests who are not in your travelling party at all times. In the event, a guest tests positive during their time on the resort, other guests who have come into close contact with the affected guest will be required to self isolate and undergo a PCR test.*

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

*Upon arrival, there will be a screening process that will include a temperature check as well as a health questionnaire and a history of recent travel taken.*

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

*A mandatory exit screening will be conducted by the resort that will include a health questionnaire and temperature check*

### ***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?***

*Under current circumstances, tourists may visit other operational resorts subject to prior approval from the Ministry of Tourism. Guests are advised to inform the resort at the point of booking if they hold reservations with other resorts so that we may facilitate the approval process. Travel to other islands and to the capital city of Male' is prohibited.*

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## AT INTERCONTINENTAL MALDIVES

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***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 US\$ 178.64 per person / per sample including a handling and transportation fee that will be added to your final bill.***

*In addition, during exit screening if any tourist is found to have fever or symptoms suggestive of COVID-19 within the past 14 days, they must follow the mandated protocols of the Health Protection Agency (Maldives).*

**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 InterContinental Maldives Maamunagau Resort, 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 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.*

# OUR COMMITMENT TO HEALTH & SAFETY



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## DOMESTIC TRAVEL

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### ***Seaplane Transfer:***

- *Guests will be met individually (per villa / group) and escorted to the Trans Maldivian Airways (TMA) counter by our Airport Representatives*
- *Face mask is mandatory at all times*
- *Boarding passes will be printed and handed over to the guests directly*
- *Private vehicle transfer to the InterContinental Maldives lounge will be arranged (per villa / group). Once the flight is ready, guests will be escorted to the seaplane*
- *A Travel Hygiene Kit will be given to all guests*
- *Seaplanes are disinfected after every trip*

### ***Domestic Transfer:***

- *Guests will be met individually (per villa / group) and escorted to the Manta Air counter by our Airport Representatives*
- *Face mask is mandatory at all times*
- *Boarding passes will be printed and handed over to the guests directly*
- *A Travel Hygiene Kit will be given to all guests*
- *Domestic planes are disinfected after every trip*

### ***Speedboat Transfer:***

- *Guests will be met individually (per villa / group) by our Boat Crew wearing appropriate Personal Protective Equipment (PPE)*
- *Social distancing measures in place on the speedboat with maximum capacity limited to 10 persons*
- *Face mask is mandatory for shared transfers and optional for private transfers*
- *A Travel Hygiene Kit will be given to all guests*





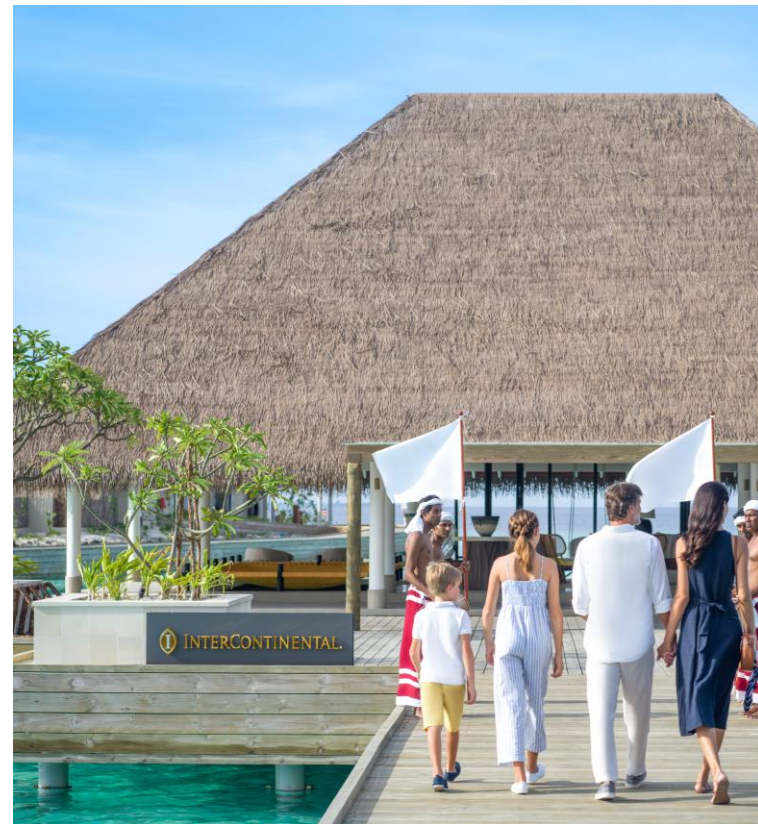
# ARRIVAL

## ***General Procedures:***

- *The IHG Way of Clean and Health Protection Agency (Maldives) guidelines are strictly followed throughout the resort*
- *Swiss Hygiene Technology disinfection procedures are utilized throughout the resort*
- *Face masks are required in all public areas of the resort*
- *Buggy service is limited to the same travelling party /family at one time*
- *Temperature checks will be conducted on a regular basis*
- *On site resident doctor and nurse available 24/7*
- *Dedicated isolation villas are available if required*

## ***Arrival at the resort:***

- *All colleagues will be wearing face masks*
- *Luggage will be unloaded separately and disinfected before delivery to the villas*
- *Island Curator will escort the guests directly to the villa for check-in. A temperature check will also be undertaken at this time*
- *High touch points in the public area will be cleaned and sterilised hourly with hand sanitiser available*



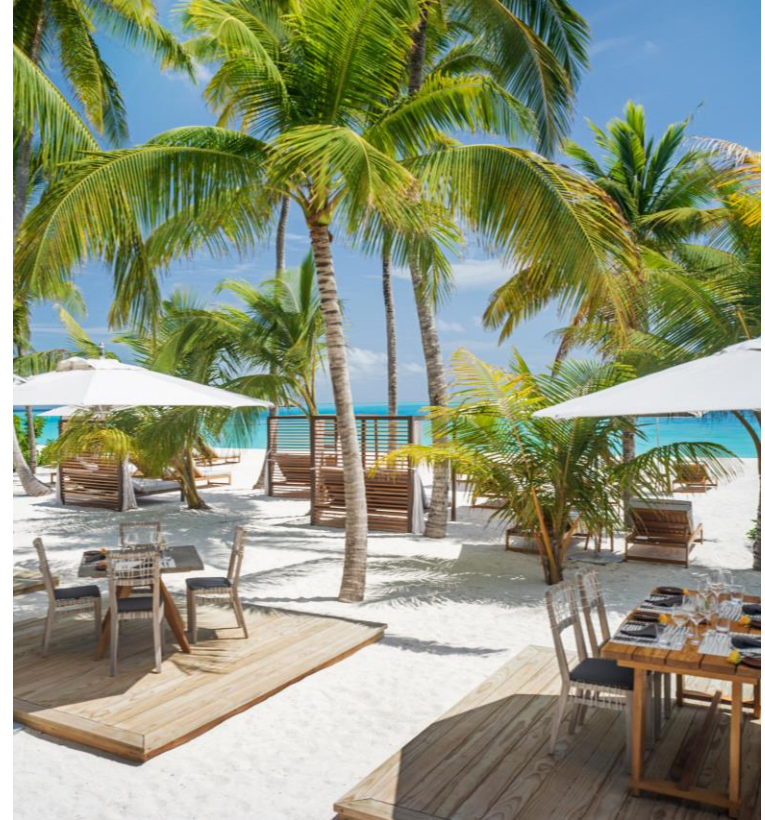
## YOUR VILLA

- *Villas will be serviced when guests are enjoying other areas of the resort*
- *Housekeeping Attendants will be attired in the appropriate PPE before entering*
- *Housekeeping Attendants will follow the IHG Way of Clean processes*
- *Each villa will undergo electrostatic sanitizing and disinfecting*
- *Hand held UV black lights will be used to inspect the bathrooms*
- *Upon each check-out, the villa will undergo a quarantine period before it is serviced*
- *Bed linen will not be changed daily unless requested*
- *All linen is washed at high temperatures with our laundry facility being sanitised daily*



## RESTAURANTS & BARS

- *Social distancing will be enforced with tables 2 metres apart*
- *Tables and chairs will be sanitized just prior to seating. Sanitising wipes are available for self sanitising if requested*
- *All cutlery, crockery and glassware is sanitised between each use*
- *Digitised menus are available across all service facilities with disposable menus available on request*
- *Breakfast buffets available with dedicated serving colleagues*
- *Service colleagues will be in appropriate PPE during service and delivery*



## SPA & FITNESS CENTRE

### ***AVI Spa:***

- *Guest journey has been modified to ensure minimal contact*
- *Common use showers, steam rooms and ice wells are temporarily closed*
- *Touchless spa treatments available alongside revised Signature Treatments*
- *Private treatment rooms available*

### ***Fitness Centre:***

- *Dedicated Housekeeping Attendant to ensure all equipment, surfaces and general area is sanitised after each guest*
- *Self service cleaning station to be available with disinfectant spray and cloth*
- *The fitness centre will be disinfected on an hourly basis*
- *A maximum of 10 persons allowed inside at any given time – slots to be pre-booked via the Island Curators*





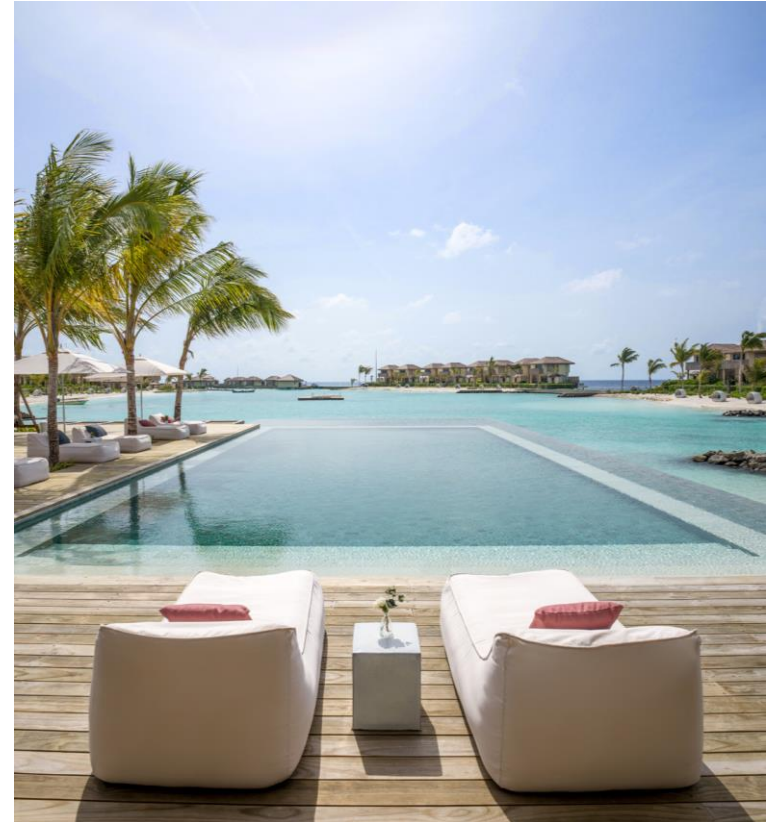
## PLANET TREKKERS & SWIMMING POOLS

### ***Planet Trekkers***

- *Seperation measures in place for indoor areas*
- *Outdoor water play areas available*
- *A maximum of 10 children allowed at any time to ensure social distancing guidelines are adhered to*
- *Sanitised toys and games available for private use in the villas*
- *The facility will be disinfected daily using Swiss Hygiene Technology*

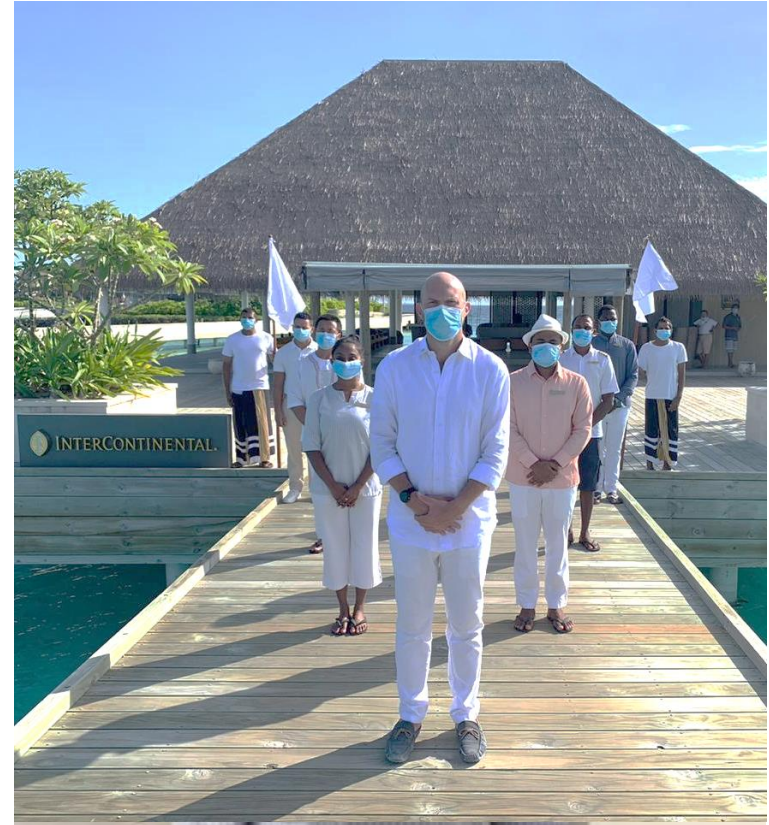
### ***Swimming Pools:***

- *Pool towels are available in the villas*
- *Social distancing is required within the pool*
- *Sun loungers and cabanas have been spaced out to adhere to social distancing guidelines*
- *Swim up bar will be closed temporarily*
- *Robotic cleaning of the swimming pools daily*
- *A dedicated Public Area Attendant will be available around the pool areas for regular cleaning and sanitising*



## HEART OF HOUSE

- *Colleagues returning to the resort from their respective countries will have to undergo a 14 day mandatory quarantine period. On the 15<sup>th</sup> day a PCR test will be performed.*
- *Colleagues based in Male' (Airport Representatives) will undergo rapid tests on a weekly basis*
- *Resort based colleagues who are in close contact to guests and external suppliers will undergo rapid testing on a regular basis*
- *All resort based colleagues will undergo temperature checks before reporting for duty*





INTERCONTINENTAL<sup>®</sup>  
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For enquiries please contact, [Intercontinental.Maldives@ihg.com](mailto:Intercontinental.Maldives@ihg.com)

For reservation enquiries please contact, [Reservations.ICMaldives@ihg.com](mailto:Reservations.ICMaldives@ihg.com)

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