



HIDEAWAY

BEACH RESORT & SPA
DHONAKULHI MALDIVES

General Hotel Procedures:

- All employees are provided appropriate safety equipment and training
- Maximum capacity is restricted to one family at a time per buggy
- A number of villas are assigned to quarantine any suspected cases
- 24-hour doctor is available upon request with appropriate charges
- Quality of protection tools and sterilization products are provided



Reception Precautions:

- Guest luggage is sanitized prior to entering and leaving the Resort
- Guest temperature is measured at the Hotel entrance
- Hand sanitizers are placed on the reception and in all public areas
- All public areas are regularly sanitized



Swimming Pool Precautions:

- Regular sanitation of the swimming pool twice a day
- Sanitation of the pool area, surfaces, tables and chairs after each use and after the closing
- A space of at least two meters between each chaise lounge/cabana
- Pool towels are placed in guest rooms (not for self-serve poolside)
- All group activities at the pools are prohibited
- Social distancing monitored inside the pool



Housekeeping and Laundry Precautions:

- Cleaning all the rooms daily following the instructions of the Maldivian Ministry of Health
- Attendants to clean rooms only when guests are out of the villa
- All public area points of contact and public bathrooms are cleaned and sterilized every hour using antiseptics
- ULV Fogger machine is used to disinfect furniture and fabrics
- Laundry, linen and swimming pool towels are washed at high temperature and the laundry is completely sanitized daily
- Bed linen will not be changed on daily basis, unless requested by guests

Restaurant Precautions:

- Buffet service is available with attendants serving the guests. Restaurants are providing a la carte service with digital menus
- Shisha service is prohibited
- A space of at least two meters between each table
- All cutlery, china and glassware is sanitized
- Sanitizing wipes are available on each table and hydro-alcoholic gel at the entrance of each restaurant
- Awareness signs are placed in the restaurants



Sports Complex and Spa Precautions:

- All equipment, surfaces and gym area are sanitized after each guest
- Healthy distance is maintained between each machine
- Usage of showers, jacuzzi, steam, sauna follows a strict protocol with a limited capacity, and available only with a pre-booking
- New health and safety protocols in line with Ministry of Health in place for the spa
- Maximum capacity in the Fitness room of 3 persons
- Sanitizing equipment provided in the Fitness room



Kid's Club:

- Kids' club follows a strict protocol with more exciting outdoor activities with a limited capacity. Pre-booking required
- The outdoor play area is available for our younger guests but limited to one family at a time
- Outdoor area sanitized after each use

