

08 July 2020

Dear Partner,

Greetings from the Maldives!

As we prepare to open our resorts to our mutual guests, we would like to highlight the practices we will abide by, in an unfortunate incident of a guest testing positive for COVID-19 virus. While we are hopeful that such a situation will not occur, we have put in place a set of procedures, in line with the Maldivian Tourism authority guidelines.

As such, please find below our practices for your convenience.

If a guest is detained at the airport

If one of our mutual guests show symptoms of the virus and are subjected to a PCR test, of which, if confirmed positive; we will transfer the guest directly to a Government-run quarantine centre. Associated expenses of same will have to be borne by the guest.

If a guest display symptom at the resort

In a regrettable situation of a guest showing symptoms of COVID-19, the guest, along with his/her accompanying guests will be immediately isolated. A PCR test will follow, at the cost of the guest. In the interim period – between isolation pending test results – the guest will be provided a limited food and beverage offering and service, whilst being confined to the isolation room.

If the test results are negative, the guest will be released with medication for his/her symptoms to enjoy the rest of his/her stay.

However, in the event the result is positive, the guest, along with his/her accompanying guest/s will be transferred to a Government-run quarantine centre. All expenses in relation to transfers as stipulated by the health authorities, along with accommodation at the quarantine centre, for the guest as well as accompanying guests is to be borne by the guest/s. In such a situation, the Resort will refund for the nights the guest will not spend at the resort.

In an emergency situation where a guest is to be transferred to a hospital or Government centre, the resorts will follow Government instructions and prepare a medi-evacuation vessel. Associated costs of the transfers will have to be borne by the guest.

We highly recommend that our mutual guests obtain necessary travel and health insurance prior to their travel, for their comfort and security. Furthermore, we request you to obtain a signed disclaimer from the guest stating their understanding of our procedures, at the time of booking confirmation, in order to avoid any misunderstandings at the resort.

Please note that as part of our initiatives, a health declaration form will be provided to our mutual guests at arrival. This is a mandatory document to be filled and signed accordingly, prior to boarding our transfer vessel.

We assure you of heightened safety procedures and commitment towards creating a secure environment for a hassle-free holiday experience. We are confident that your guests' will enjoy an unparalleled vacation in the tropics, with us.

Reiterating our safety measures; for a complete list of our enhanced health and safety guidelines, please log on to www.aitkenspencehotels.com/spencesafe

We look forward to your understanding and support.

Sincerely,



Susith Jayawickrama
Managing Director