

Raffles Maldives Meradhoo  
ALLSAFE Preventive Measures







Dear Guest,

We hope that you are safe and in good health. Our thoughts are with those affected by the ongoing pandemic.

At Raffles our mission, vision and our values are envisaged to connect individuals to the world's most extraordinary destinations and landscapes through our personalized and unique hospitality care and services.

We strive to offer you an experience like no other by immersing you in our unique cultural experiences and through the celebrations of the freedom to explore in our pure authentic luxury. As a result of the current health concerns surrounding COVID-19, we are taking all precautions to protect the health and safety of our beloved guests and staff.

We have established some of the most stringent cleaning standards & operational procedures in the world of hospitality under the ALLSAFE label, to ensure the safety of our guests and colleagues. These standards have been developed and vetted by Bureau Veritas, a world leader in testing inspections & certification. Two remote islands. A unique Raffles service. An experience like no other.

We are ensuring that our employees are adhering and leading the practice of social distancing and hygiene protocols. We assure you that they are well trained to handle situations that may occur at any of our islands and we have the confidence in their abilities.

While the Raffles Maldives experience may sound different in this challenging situation, we are striving hard to maintain the highest levels of satisfaction like no other. Our dedicated staff will continue to deliver the same intuitive services and personalized care for which Raffles Hotels is well known for and trusted.

We are continuing to closely monitor and practice advice from governments and health authorities to ensure our resort complies with the recommended measures in the Maldives.

For more information on Accor ALLSAFE programme, please click [ALLSAFE - Accor Hotels](#)

We look forward to welcoming you once again to our island paradise and remain available should you require any further information.

Sincerely,  
Raffles Maldives Meradhoo





## PURPOSE

The purpose of this document is to provide an overview of the ALLSAFE safety procedures in place at Raffles Maldives Meradhoo Resort to ensure the highest level of hygiene and safety for our guests and employees.

The main components of the ALLSAFE program are:

- 1- Management commitment to respect the #AllSafe Label
- 2- Definition and communication of rules and good practices
- 3- Respect for anti-spreading measures and social distancing within teams
- 4- Compliance with hygiene rules by staff within the establishment
- 5- Compliance with cleaning and disinfection rules within the Establishment
- 6- Respect for anti-spreading measures at the public level
- 7- Payment management
- 8- Monitoring compliance with rules and good practices
- 9- Surveillance and management of suspected or proven cases
- 10- Compliance with the specific requirements of the establishment

Extensive training has been implemented to ensure all our colleagues follow elevated hygiene protocols to ensure the safety of our guests.

Accor and AXA have recently entered into an innovative partnership to provide medical support to guest staying across 5000 Accor hotels worldwide. This partnership enable guests at Raffles Maldives Meradhoo Resort to benefit from complimentary telemedical consultations if required..

We also have a doctor on site to assist with any guest or employees enquiries at any time of the day.

We maintain a permanent stock of protective equipment, medicine, safety kits, mask, face shield, gloves, overall and antivirus cleaning chemicals from Diversey.





## AT THE AIRPORT

Before every shift begin, our airport butler maintain a daily report of temperature checks.

It is mandatory for our Team Members at Raffles Maldives Meradhoo Resort to wear Personal Protective Equipment (PPE) including face masks when they are on airport duty.

Our airport butler will await at the arrivals gate with the resort signage and observe social distancing protocols.

We kindly request that guests refrain from physical contact with hotel staff, such as the shaking of hands, as a precautionary measure.

During arrival and departure, the Airport Team will assist guests with their luggage after wiping the trolley handle with sanitiser before escorting guests to the domestic transfer counter/baggage screening area respectively.

Velana International Airport is fully prepared to welcome its passengers, and specific measures are in place such as social distancing protocols and thermal cameras.

## ON THE SPEED BOAT

While boarding the speed boat, our butlers will disinfect luggage thoroughly.

A hygiene kit including hand sanitizer, gloves, mask, tissue, and sanitary wipes is offered to all guests upon boarding the boat.

All surfaces of the transfer boat are disinfected daily after each trip.

Light bites available to guests on the boat will be covered and the boat crew will wear gloves during service.





## RESORT GUEST ARRIVAL & DEPARTURE

The Raffles Maldives Meradhoo Resort follows ALLSAFE protocols to ensure the highest levels of hygiene.

During the pre-arrival process, guests will be requested to provide the resort with a scanned copy of their passports.

Express check in is done in the privacy of your villa. All safety protocols are provided on the in-villa iPad. All paper menu have been removed and all resort compendiums are in digital format and available in each villa iPad which is sanitized prior the guests arrival.

Sensor controlled sanitizer dispensers are available throughout the resort for guests' use at arrival pavilion, reception, spa, restaurants, bars and watersport desk.

Temperature checks will be done at the welcome arrival jetty and records will be maintained for future reference. Butler will offer the guest to have a daily temperature check in the privacy of their villa.

During departure, the resort will send the final bill by WhatsApp or email and will have a copy ready for guests' sign-off in the privacy of his villa. Payments will be processed in the privacy of the guest's villa.

## RESORT BUGGIES

Buggies will be cleaned daily using an appropriate disinfectant from Diversey with special attention to high touch areas.

Buggy drivers will wear disposable masks while driving.

Sanitizing wipes will be available in the buggy for guest-use.





## CLEANING GUEST VILLAS & PUBLIC AREAS

Villas will be cleaned daily according to guest's preferences and the daily turndown service will also be provided if desired.

Our Housekeeping Team members have been trained on the ALLSAFE measures to ensure they provide the highest level of hygiene and safety in all villas.

Appropriate disinfectant provided by Diversey will be used to clean surfaces with special attention to high touch areas in guest villas including light switches, door handles, TV remotes, thermostats and more.

All linen and amenities will be replaced after the departure of each guest.

We have significantly increased the frequency of cleaning in public areas using specific disinfectant products from Diversey.

## GUEST AT THE RESTAURANTS & BARS

Details of enhanced safety and hygiene practices in our restaurants and bars will be displayed on iPads.

Hand sanitizers will be available for guests' use at all dining outlets and bars.

Team members will wear gloves and masks at all times.

All dishes and beverages will be covered while being delivered to the table and removed once served to the guest.

To ensure the comfort of our guests, we are offering on a-la-carte service where appropriate, as well as contactless in-villa dining experiences.

Seating capacity will be reduced to allow tables to be spaced at least six-feet apart.

Social distancing will be maintained at all times.





## WATER SPORTS & DIVE CENTER

All watersport employees and our Marine Live biologist have been trained on ALLSAFE safety protocols. Equipment will be cleaned daily using an appropriate disinfectant.

Watersport employees will wear a mask when appropriate.

Hand sanitizers will be available in the boat for guests' use.

Excursion boats will be cleaned and disinfected thoroughly after each trip.

## FITNESS CENTER

The gym is open 24 hours to our guest upon reservation only and with a limited number of three guests at any given time.

All surfaces will be sanitized after use. Guests lockers will also be sanitized after each use.

Sanitizer and wet wipes are available at the gym at all times and it is mandatory for guest to use towel when exercising in the fitness center.

Gym instructors will wear gloves and masks when sanitizing gym equipment or locker facilities.





## GUEST ARRIVAL AT THE SPA

Temperature screening will be performed upon arrival for all guests and all our colleagues at the Raffles Spa have been trained on ALLSAFE procedures.

High touchpoint areas will be regularly disinfected and hand sanitizer will be available at the reception for guests use.

Team members will wear masks at all times when interacting with guests.

## TREATMENT ROOMS & GUEST JOURNEY

Guests will kindly be requested to take a shower before the treatment.

A face mask will be offered to the guest before the treatment.

Spa therapists will use a face mask throughout the guest's treatment and wash hands before and after each treatment.

Spa equipment will be thoroughly disinfected with Diversey products according to ALLSAFE protocols.

All linen, will be removed immediately after each guest treatment.

Treatment rooms will be aired out every morning and evening for clean air circulation.



