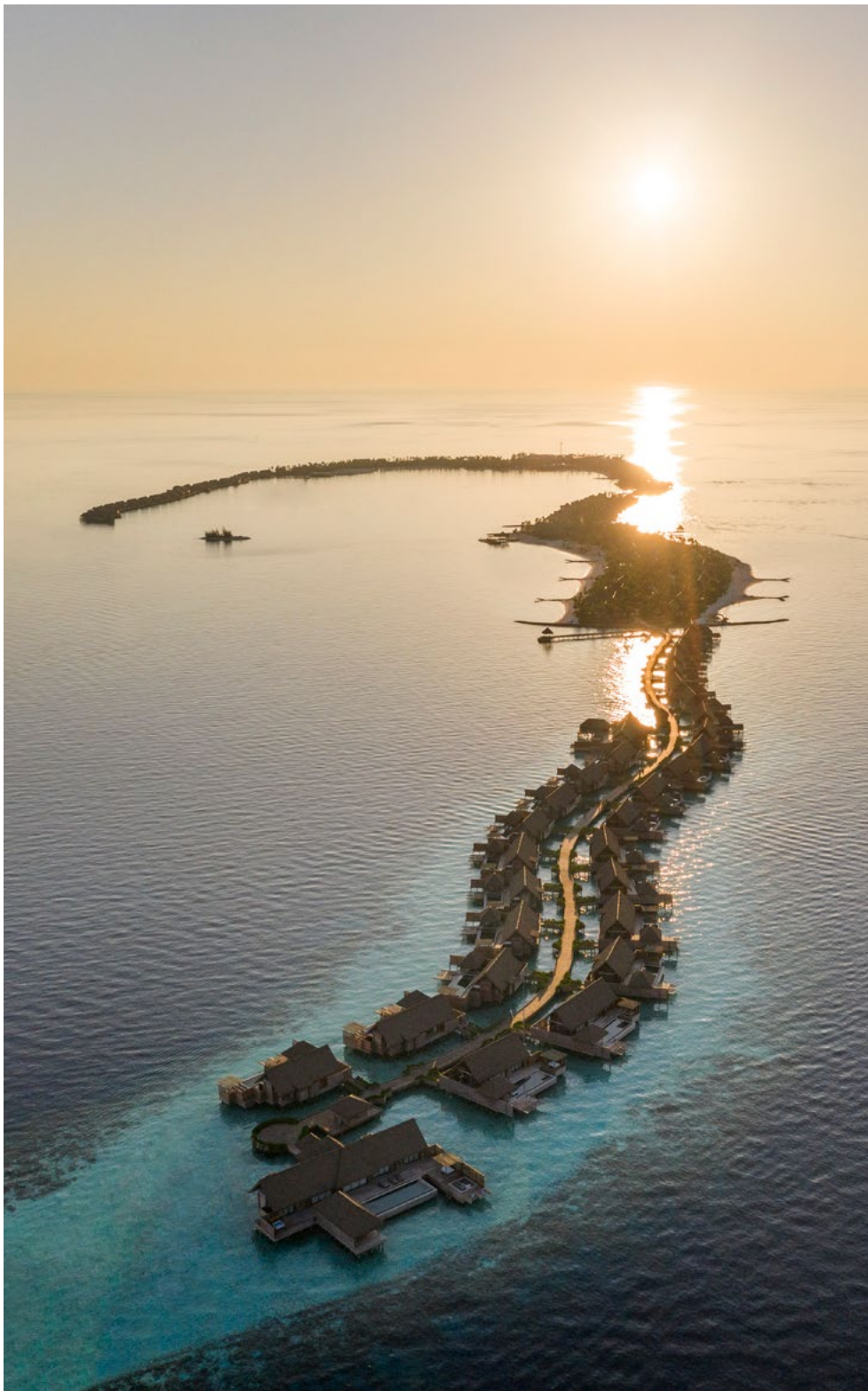


**COVID-19  
RESORT PREVENTIVE MEASURES**



WALDORF ASTORIA®  
MALDIVES ITHAAFUSHI



Dear Guest,

The safety and security of our guests and team members are our highest priority and Waldorf Astoria Maldives Ithaafushi remains committed to providing a safe and hospitable environment for all who enter our island.

In alignment with this commitment, Waldorf Astoria Maldives Ithaafushi is rolling out Hilton CleanStay, created in collaboration with Lysol and Dettol maker RB and Mayo Clinic, to deliver an industry-defining standard of cleanliness and disinfection in Hilton properties across the world.

Our elevated processes and Team Member training have been developed with RB to help Waldorf Astoria Maldives Ithaafushi guests enjoy an even cleaner and safer stay, from check-in to check-out.

New standards for Hilton CleanStay include a Hilton CleanStay Room Seal to indicate that a villa has not been accessed since being thoroughly cleaned and disinfected, outdoor in-villa dining experience, and flexible housekeeping options.

In addition, we continue to closely monitor advice from governments and health authorities to ensure our hotels comply with recommended measures in the Maldives.

For more information on Hilton CleanStay, please visit [Hilton.com/cleanstay](https://www.hilton.com/cleanstay).

We look forward to welcoming you to our resort.

Sincerely,

**Waldorf Astoria Maldives Ithaafushi**





## AT THE AIRPORT

It is mandatory for Team Members of Waldorf Astoria Maldives Ithaafushi to put on Personal Protective Equipment (PPE) including gloves and face masks when they are on airport duty.

Our Team Members will wait for guests in front of the arrival gate with the resort signage. They will also pay additional attention to maintain an appropriate distance from other resort representatives.

Physical contact with guests, such as shaking of hands, is strictly prohibited.

During arrival and departure, the Airport Team will assist guests with their luggage after wiping the trolley handle with sanitizing wipes before escorting guests to the yacht/baggage screening area respectively.

After every shift ends, the Airport Manager or Supervisor will maintain a daily report of temperature checks of every Team Member.

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

## ON THE YACHT

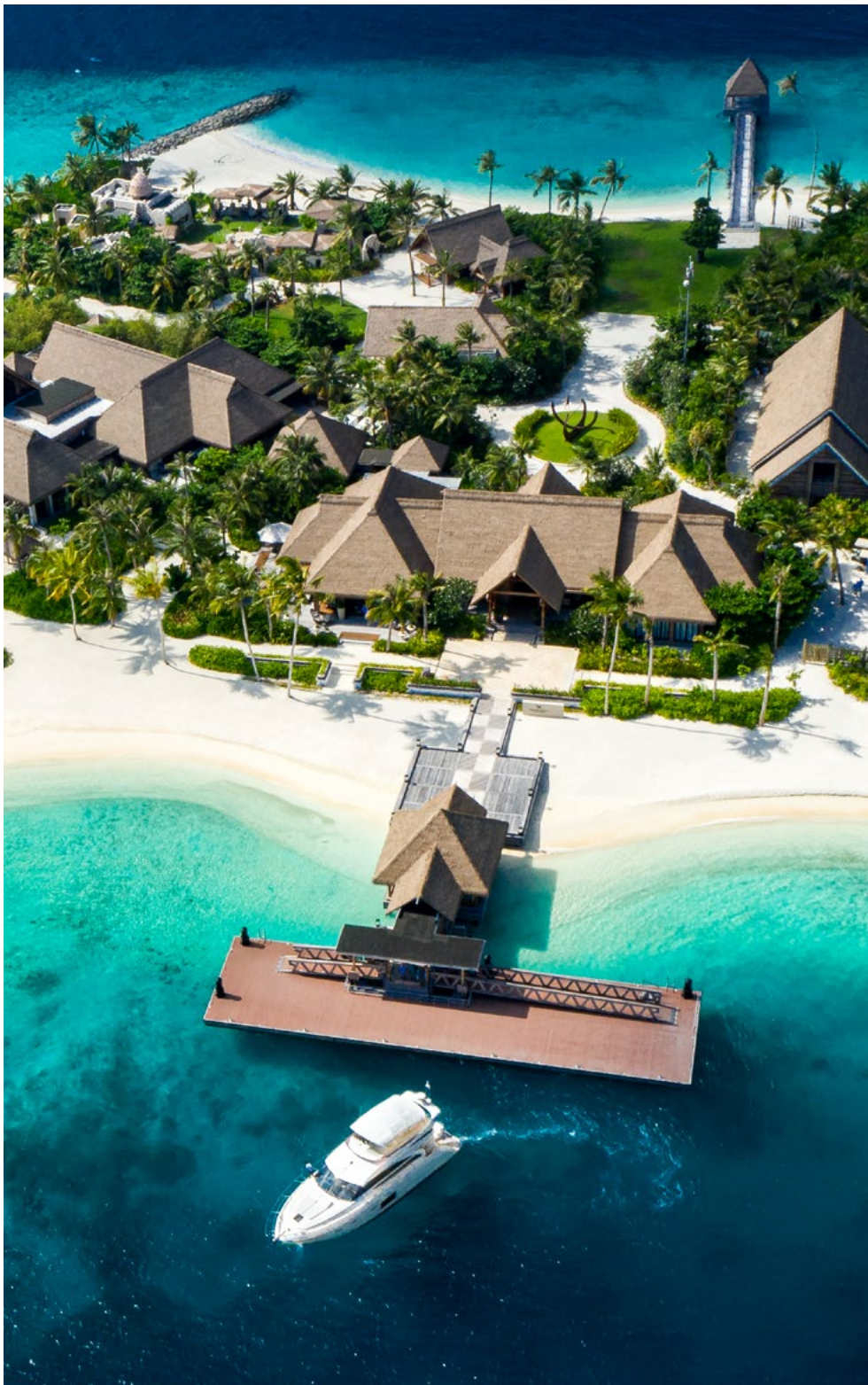
While boarding the yacht, the yacht concierge will inform guests that all their luggage will be disinfected before loading.

A hygiene kit will be offered to all guests upon boarding the yacht. Items will include hand sanitizer, gloves, mask, tissue, and sanitary wipes.

Yacht floor, seats and all surfaces will be disinfected before and after each trip. Linens will be changed after every use. Yachts will be equipped with an air sanitizer.

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





## RESORT GUEST ARRIVAL & DEPARTURE

During the pre-arrival process, guests will be requested to provide the resort with a scanned copy of their passports to avoid having to request for the physical copy on site.

In-villa check-in will be done only for solo travellers while group check-ins will be done at the welcome pavilion.

Guest will be provided with a QR code to access the resort map instead of a physical copy.

Sensor controlled sanitizer dispensers are available at the welcome pavilion and throughout the resort for guests' use.

Temperature checks will be done at the welcome pavilion and records will be maintained for future reference.

During departure, the resort will display the final bill on the villa television and have a copy ready for guests' sign-off.

## RESORT BUGGIES

Buggies will be cleaned daily using an appropriate disinfectant.

Buggy drivers will wear disposable masks while driving.

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







## CLEANING GUEST VILLAS & PUBLIC AREAS

Team members will use gloves and masks at all times.

Appropriate disinfectant will be used to clean all surfaces

Spray/atomizer will be used on all surfaces and other inaccessible areas of all check-out villas.

The resort has added an extra measure of assurance by placing a room seal on villa doors after cleaning to indicate to guests that their villas have not been accessed since being thoroughly cleaned.

Villas will have extra disinfection of the most frequently touched areas, including light switches, door handles, TV remotes, thermostats and more.

Increased cleaning and disinfection frequency of public areas.

## GUEST AT THE RESTAURANTS & BARS

Details of enhanced safety and hygiene practices around food and beverage will be displayed.

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 meet the needs and comfort level of guests, we are relying mostly 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.





## KIDS CLUB

Temperature screening will be performed.

The Kids Club team will wear masks at all times.

Hand washing procedures will be followed before and after every activity for kids and Team Members.

No consumption of food will be allowed at the Kids Club.

Spray/atomizer will be used in all surfaces and objects regularly.

Air sanitizer will be used at the Kids Club.

Social distancing will be maintained at all times.

## WATER SPORTS

Equipment will be cleaned daily using an appropriate disinfectant.

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

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

Used linen will be replaced after each trip.

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







## GUEST ARRIVAL AT THE SPA

Temperature screening will be performed.

Touchpoint areas will be disinfected and hand sanitizer will be available at the reception for guests use.

Team members will wear masks at all times.

## TREATMENT ROOMS & GUEST JOURNEY

Guests will be advised 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 and sanitize hands before and after each treatment.

Spa equipment used will be disinfected with UV sterilizer machines.

Treatment rooms will be given an extra clean up time.

Used linen will be removed immediately after each guest treatment.

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

Spa team members temperature will be checked before duty.





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