



SIX SENSES

LAAMU

WHEN IT IS SAFE FOR YOU TO TRAVEL, WE ARE READY TO WELCOME YOU COVID-19 FAQ

Covid-19 safety measure at Six Senses Laamu

As a community with wellness at our core, our highest priority is our duty of care to the health and well-being of our guests and you can count on us to do everything we can to support guests.

We appreciate the interest to stay in Six Senses Laamu and we can assure that we have taken full measures, being consistent with our already high standards around hygiene, sanitization and cleaning. We have been implemented rigorous routines to reflect the advice and guidance of the **World Health Organization** and **local health authorities of the Maldives**. This includes frequent sanitization of high touch surfaces and high traffic areas. Our food and beverage outlets adhere to strict delivery measures, enhanced training protocols and food handling standards and a service approach in our restaurants aimed at safety of guests and hosts alike. Guests can expect more out-of-the-ordinary private dining and destination options, improved in-villa dining and more live cooking stations at our restaurants - all appropriately spread out to avoid crowding and observe social distancing.

In the villa additional cleaning processes for daily housekeeping service will take place during the stay and after departure, and improved protocols around handling guest items and laundry.

In our spa and fitness center, wet facilities accessible via a prior appointment only, with reduction or removal of high-touch items and additional deep cleaning of all surfaces as well as enhanced protocols on cleaning and sanitization of treatment rooms, facilities and all equipment between each appointment.

Temperature checks will be necessary on arrival, as well as reduced contact at check-in and cashless payments. The health and well-being of our hosts remain our top priority, along with providing a safe environment for them to work in, while looking after our guests. To this extent, face masks will be used by our hosts and are available for guests too, with hand sanitizing dispensers placed strategically at all guest and host areas.

As **virtually all areas of the resort are open air**, no mask are required in these areas for guests. Masks for guests are only mandatory in enclosed spaces and these are our welcome pavilion, the gift shop, our dive shop and our surf shop. In all other areas, gym included, no masks are required.



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We are pleased to confirm that diving, watersports and other Experiences (**except Local island tours and Local Island Hopping/visits which are currently not allowed by government**) are operating as normal. However, again, under current Maldivian Safe Tourism Guidelines, Inter-Island travel to *Local Islands* is not allowed hence our Local Island Tours and Island Hopping excursions are temporarily not available. Snorkeling equipment are provided on complimentary basis from our dive center.

As we adjust to new travel standards and expectations, we remain committed to providing peace of mind when you are staying with us so you can relax and reconnect in a comfortable and safe environment. **More information on the COVID19 measure taking place at the resort can be found on our website [please click here](#)**

Resort Airport Transfer Is Mandatory

To help us arrange domestic flight transfers, ALL guest names including children are required at least 5 working days prior to arrival. The hotel reserves the right to cancel bookings without complete guest details.

Pre-Arrival Requirements into the Maldives

In accordance to health requirements all travelers travelling to Maldives are required to submit an (click) [Online Self-Declarative Health Declaration](#) within 24 hours prior to departure to the Maldives.

To ensure the safety of all, the **Health Protection Agency (HPA)** has made it a mandatory requirement for all tourists to present proof of a negative PCR test on arrival. The sample for the said test must be taken not more than 96 hours prior to the scheduled time of departure from the first port of embarkation en-route to Maldives. However, please be informed that infants aged less than one-year-old are exempted from the aforementioned testing requirement.

Maldives Ministry of Tourism

Please [click here](#) to find more information by the Maldives Ministry of Tourism.

PCR TESTING AND INTER-ISLAND TRAVEL

Can the resort do the PCR test in case required?

Yes, we do indeed arrange for PCR testing here at the resort by our resident doctor. Approx. 85% of our guests do require the PCR test so testing is done almost daily. Our doctor takes the swabs and ensures these are delivered to the government approved testing facility. Doctor generally gets the test results back 16 to 22 hours after having reached the testing facility. Cost is 169 USD inclusive per test.



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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. For guests coming to Six Senses Laamu from another resort, proof of a negative PCR test is required. This test is to have been taken no more than 48 hours prior to domestic travel and test is to be taken locally (i.e. no international test results will be accepted). **The resort reserves the right to refuse any guests who cannot show proof of a negative PCR test taken within the time guidelines specified.** Day visits and travel to local island islands and to the capital city of Male' is prohibited.

DEPOSIT AND CANCELATION POLICY

(The resort commits to continuing to review deposit and cancellation policy during the coming weeks and may update as needed):

What is your cancellation and refund policy in case the guest has a positive Covid-19 test within 96 hours of arrival?

Free cancellation with **proof of positive result**. An official document (in English) from the respective health authorities/medial facility showcasing that the guest has a positive result. This needs to be submitted no later than 72 hrs prior to their expected arrival into the Maldives. If cancellation is received less than 72 hours prior to arrival, full cancellation fee applies.

What is your cancellation and refund policy in case the guest tests positive for COVID within 14 days of arrival?

Free cancellation with **proof of positive result** within 14 days of arrival. An official document (in English) from the respective health authorities/medial facility showcasing that the guest has a positive result. This needs to be submitted within 14 days and no less than 96 hours prior to their expected arrival into the Maldives.

What is your cancellation and refund policy in case of a shutdown of The Maldives or the resort?

Full refund should border into the Maldives close. Same applies if the resort is forced to close down.

What is your refund policy should our country of residence stop us from leaving due to COVID19?

Should your country of origin impose a travel ban to the Maldives or one in general not allowing international travel due to COVID19, guests have the option to either postpone to a future date or fully cancel the booking and receive a refund.



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What is your cancellation and refund policy in case the airline cancels or reschedules a confirmed flight within 96 hours?

No refund. We would accept a change of date based on the airlines/guests proposed new dates as long as within the same season. Should the airline cancel due to border closures, refund or shift of booking will be accepted.

What is your protocol if a guest test positive during the stay and is forced to quarantine?

We would need to isolate the guest, contact trace, advise the Health Protection Agency and ensure the guest is kept in quarantine for 14 days after which guest is allowed to depart resort on day 15 conditional upon guest having been free of COVID19 related symptoms for at least the last 4 days. A dedicated area of the resort is used for guests that need to quarantine. All costs related to quarantine, including medical expenses, is the sole responsibility of the guest.

Do you offer a special quarantine rate for remainder of their stay?

550 USD subject to taxes, service charge, GST per villa per night and USD 6 Green Tax per person per night.

Should guests not be able to travel due to COVID19 restrictions and would like to change their current booking to a different season, would this be accepted?

Guests can postpone their stay with no additional charges if changes are done in the same season. Should they wish to change their stay to a different season rate changes/offers would be applicable. A credit would be given to guests to be used against F&B, Spa, Experiences (as long as not outsourced) should they move the booking to a season where a price difference is in their favor.

Do you require a deposit?

The resort indeed requires prepayment no less than 14 days prior to arrival for any stay until December 20, 2021. A different deposit and cancellation policy applies to Festive Season.

Free cancellation up to 14 days prior to arrival. Cancellations, that are not linked to COVID19 and the above listed exceptions, made less than 14 days prior to arrival will be charged 100% of the stay. The resort continues to review deposit and cancellation policy weekly, and any changes will be communicated accordingly.