WE ARE COMMITTED TO YOUR SAFETY

ARRIVAL IN THE MALDIVES

AIRPORT ARRIVAL
• Representatives wearing masks and gloves
• No physical contact during greetings

SEAPLANE TERMINAL LOUNGE
• Thorough sanitisation of the airport lounge, following all health and safety protocols
• All tablets and ID scanning machines are cleaned and sanitised after each use
• Personal Protective Equipment (PPE) will be provided to all guests travelling to JA Manafaru

TRANSFER TO JA MANAFARU & JA ENCHANTED ISLAND RESORT
• Boats are sanitised after each trip
• Personal Protective Equipment (PPE) will be provided to all guests travelling to JA Manafaru

TRANSFER TO JA HATTA FORT HOTEL
• Cars are sanitised after each trip
• Hand sanitiser and face masks available for each guest

TRANSFER TO JA ENCHANTED ISLAND RESORT & JA HATTA FORT HOTEL

UAE-BASED HOTEL ARRIVAL
• Self-parking only, no valet service available
• All guests and visitors will be screened upon arrival
(Temperature above 38 degrees Celsius is subject to further testing)
• Properties are cleaned and sanitised thoroughly in accordance to health & safety regulations
• Hand sanitisers are placed throughout the properties in different locations including lobby, front desk, bell desk, etc.
• Guests & hotel staff must practice social distancing

CHECK-IN & CHECK-OUT
• Welcome sanitisation kits will be available for each guest on arrival or upon request
• All staff are equipped with masks at all times
• All ID/Passport scanners and payment machines are sanitised after each use
• Contactless payments are preferred where possible
• All physical and electronic keys are sanitised before and after usage

LUGGAGE & BUGGY RIDES
• All luggage is handled by staff wearing masks
• Buggies are sanitised after each use
• Buggies capacity will vary based on social distancing regulations
• Complimentary bicycles offered at JA Manafaru are sanitised daily

RESTAURANTS
• Restaurant entrances and exits are equipped with alcohol wipes or hand sanitiser dispensers for guest usage
• Temperature check for guests will be conducted on arrival
• All staff will be wearing masks at all times
• Waiters stations are sanitised on the hour
• All tables are sterilised after each guest
• All tables are equipped with sanitisers for guest usage (applicable to all UAE based properties)
• All restaurants maintain a distance of 2 meters between tables
• Dining time must not exceed more than 3 hours
• Maximum area capacity will be applied

SWIMMING POOLS (UAE)
• Temperature check for guests will be conducted on arrival
• Maximum area capacity will be applied
• Sunbeds are disinfected and follow 2 meters social distancing guideline
• In alignment with UAE government directives no gatherings of more than 5 people are allowed & children must be accompanied by adults at all times
• JA recreation team members on location to provide safety guidelines

UAE-BASED HOTEL ARRIVAL
• Housekeeping teams are provided with Personal Protective Equipment (PPE)
• Bathrooms are thoroughly sanitised with internationally recognised chemicals
• Balconies & terraces are serviced by internationally recognised protocols from Diversey and sanitised accordingly
• All hard surfaces are disinfected
• All soft furnishing, such as mattresses, pillows, and duvets (including outdoor cushions) are disinfected. At JA The Resort a Vapodil machine (European dry vapour technology that kills viruses, bacteria and mould) is used
• New PPE is used to bring all clean linen into the room
• Rooms are finally vacuumed and mopped thoroughly
• All cleaning equipment is sanitised with hospital grade chemicals
• All linen is washed at a new-set temperature of 80 degrees Celsius, in accordance with international temperature standards to kill bacteria
• Certain room and bath amenities have been removed to mitigate cross contamination. These items are available upon request
• New sterilisation practices are implemented for all public areas

SWIMMING POOLS (UAE)

SAFETY TOOLS

Safe Travels

Updated 25th August 2020