

LUX*

SOUTH ARI ATOLL, MALDIVES
RESORT & VILLAS

**FAQ - COVID 19
ARRIVAL & DEPARTURE PROTOCOL**

11.08.20

PRE ARRIVAL

- **What tests / or form/or certificates are required in order to stay at LUX* South Ari Atoll Resort & Villas?**

A negative PCR test result as well as a self-declaration health form is a must in order to stay at the resort.

No exceptions will be made and all guests will be required:

All Guests, no exceptions, will be required to:

1. Present a negative PCR Test Certificate to our reservations team prior to arrival as well as to carry the negative PCR test result upon arrival.

This test is required for your to make sure you are Covid-19 negative for the PCR test upon arrival to the Maldives.

Should you be COVID-19 positive prior to departure from country of origin, our Covid-19 cancellation policy will apply maximum 3 days prior to arrival.

2. Take a PCR test at the LUX* Airport Lounge. The cost per PCR test is USD 120 per person and will be borne by the Guest and added to their final bill at check-out.

The PCR test will be conducted by a member from the medical Team of ADK Hospital.

Please note that receiving the result of the PCR test takes 4 - 6 hours and at the very maximum up to 24 hours.

The Guest will await the test result in their villa and/or a designated common area at the resort. No waiting in the seaplane lounge is required.

Traveller Health Declaration

Government requires all travelers to submit online health declaration form within 24 hours prior to their departure to Maldives.

Link for the online Health Screen Form: <https://imuga.immigration.gov.mv/ethd/create>

- **What equipment do you use to do PCR tests at the LUX* Lounge, is it reliable?**

LUX* South Ari Atoll Resort & Villas is using the most trusted PCR machine systems (Roche Light Cycler 96 version) which is endorsed by the World Health Organisation and the local authorities such as Maldives' Health Protection Agency.

Each test is conducted by a certified lab technician from ADK Hospital, and will be sent to ADK's hospital COVID testing laboratory for the testing services and final results. ADK Hospital is a tertiary medical facility endorsed by the government and the Ministry of Health.

- **Do I have to take a PCR test before coming?**

Yes. No exception will be made.

PRE ARRIVAL

- **If I failed to provide my PCR test before arrival and show up anyway, where will you test me and who will cover the cost?**

We require every guest to take a PCR test 5 days prior to arrival to Velana International Airport.

A negative PCR test result needs to be sent to our reservations team prior to arrival as well as to be presented upon arrival.

This test is required for your to make sure you are Covid-19 negative for the PCR test upon arrival to the Maldives.

Should you be COVID-19 positive prior to departure from country of origin, our Covid-19 cancellation policy will apply maximum 3 days prior to arrival.

All Guests, no exceptions, will be required to:

1. Present a negative PCR Test Certificate to our reservations team prior to arrival as well as to carry the negative PCR test result upon arrival.

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Please note that receiving the result of the PCR test takes 4 - 6 hours and at the very maximum up to 24 hours.

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ARRIVAL

- **What if an arriving guest refuses to take the PRC test when showing up without a test result from his/her country of origin? What action will you take?**

Guests who refuse to do a PCR test within 5 days prior to arrival and/or a PCR test at the LUX* Lounge as per strict requirements will not be allowed to stay at LUX* South Ari Atoll Resort & Villas.

All requirements in order to stay at LUX* South Ari Atoll Resort & Villas will be clearly and consistently communicated prior to arrival to avoid any misunderstandings.

SYMPTOMS

- **If I have flu-like symptoms or slight fever what actions will you take? Will you offer in-villa dining free of charge as this was unprecedented?**

Guests who display any symptoms including fever will kindly be asked to stay in their villa until the symptoms are no longer present.

LUX* South Ari Atoll Resort & Villas will ensure maximum comfort for each guest, however, the resort will not take any risks on the expense of anyone's safety and health. Guest can request for in-villa dining services. Food and Drinks will be charged at menu prices, however, tray charges will be waived in order to reduce the cost for the guest.

POSITIVE CASES

- **If a guest tests positive during their stay and needs to be sent to an isolation facility, can one or more family member/s accompany the patient?**

No. nobody is allowed to accompany a patient who is COVID-19 positive to an isolation facility. Only the patient can go with the designated Rapid Response Team from the Maldives' Health Protection Agency Team. No exceptions will be made unless the patient is below 3 years of age and/or has a serious health condition, which requires special care by a parent or caregiver, without who the patient's life would be in danger.

- **If a child tests positive and needs to be sent to an isolation facility, can a parent accompany the child? If no - who will be held responsible for the safety of the child in case of any accidents?**

Family members are not allowed to accompany a patient who is COVID-19 positive to an isolation facility. Only the patient can go with the designated Rapid Response Team from the Maldives' Health Protection Agency Team. Same applies to children's 3 - 11 years of age. Only the Health Protection Agency will be able to decide, based on the situation, if a parent is allowed to go into isolation with the child. If a parent decides to accompany a child, he/she will be required to do a PCR test and isolate for a period of up to 28 days before returning to LUX* South Ari Atoll Resort & Villas.

- **If a family member is sent to an isolation facility, will you waive the expenses of the sick guest's stay at the resort, which was not utilised? Will you charge the remaining family members at normal rate?**

LUX* South Ari Atoll Resort & Villas strongly recommends guests to travel with a health insurance which covers any expenses related to COVID-19. LUX* South Ari Atoll Resort & Villas will offer a patient sent to an isolation facility the remaining pre-payment balance against the expenses of the isolation facility charges for the patient.

Upon the patient's discharge from the isolation facility, any remaining amount, if any, will be given as a credit for a future stay with us. Family members staying back at the resort will have to cover their stay expenses as per initial rates given upon booking, no discounts will apply.

POSITIVE CASES

- **If a guest tests positive for COVID-19, can he or she choose which isolation facility to stay at?**

No. The Health Protection Agency of Maldives will decide which isolation facility the patient will be sent to based on the bed space available in designated isolation facilities. If a guest is to be hospitalised, the guest has the option to choose which hospital to stay at, at his/her own expense.

- **If a family member is staying at an isolation facility and the remaining family members wish to cancel their stay with immediate effect, will you refund the remaining amount not utilised?**

Such cases will be handled on a case-by-case basis in close communication with the Resort Management. Generally, LUX* South Ari Atoll Resort & Villas will encourage issuing a credit note for a future stay.

- **Who will cover the expenses of all Covid-19 related care, in case I have failed to secure an insurance as per LSAA's general recommendations?**

LUX* South Ari Atoll Resort & Villas strongly recommends guests to travel with a health insurance which covers any expenses related to COVID-19. LUX* South Ari Atoll Resort & Villas will offer a patient sent to an isolation facility the remaining pre-payment balance against the expenses of the isolation facility charges for the patient. Upon the patient's discharge from the isolation facility, any remaining amount, if any, will be given as a credit for a future stay with us.

Family members staying back at the resort will have to cover their stay expenses as per initial rates given upon booking, no discounts will apply.

- **What happens if I do not have the funds to cover my own expenses?**

LUX* South Ari Atoll Resort & Villas strongly recommends guests to travel with a health insurance which covers any expenses related to COVID-19. Depending on the situation, LUX* South Ari Atoll Resort & Villas will contact the guardian of the guest or the travel agency to resolve the situation.

DEPARTURE

- **Can I take a PCR test at the resort prior to the departure to my next destination?**

Should a guest require a PCR test certificate before their departure, the test will be facilitated at the resort by the resort's Doctor.

A sample will be taken and securely sent to ADK Hospital laboratory under strict monitoring for a PCR testing.

Results can be expected to be received up to a maximum of 24 hours. The cost per PCR test is USD 120 per person, and the cost is borne by the guest.

Assuring a PCR test takes place as part of the requirements for the departing guest/s' next destination, is the sole responsibility of the guest.

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