

# OUR COMMITMENT FOR YOUR HEALTH & SAFETY

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*Mirihi Island Resort - Maldives*





A photograph of two bright yellow Mirihi flowers (Acanthaceae) with green foliage in the background. The flowers have a central cluster of stamens and a ring of petals. The leaves are green and serrated. The background is a soft-focus green.

Uncomplicated, beautiful, and unique, the Mirihi flower is found in secluded places on our little patch of paradise. Maldivian legend has it that this humble flower has a proud history as a medicinal compound said to 'take away the poison' – the islanders of Mirihi hold this as part of our own ethos. Spend a week or two in paradoxical detox.



## Hello from Paradise



Dear Friends,

Sunny greetings from Mirihi – as unique as you.

It is always our highest priority to provide our guests and colleagues a healthy, safe and peaceful island paradise here in Mirihi.

COVID-19 pandemic has fundamentally changed the way we socialize, forcing us to adjust our daily operation to address challenges of the 'new normal'.

However, despite the challenges, we are committed to keeping our island a unique, safe and an intimate slice of paradise. A safehaven for our guests and colleagues, where everyone have confidence in our hygiene standards and our utmost care for their well-being. In this regard, we have reviewed our existing health and safety protocols and developed new standards. This in-depth cleanliness and disinfection protocol is designed to ensure your safety and peace of mind from check-in to check-out whilst our Team delivers the unique Mirihi service we have been very proud of.

We hope the following information addresses any concern you may have. Should you require further details, please contact us at [info@mirihi.com](mailto:info@mirihi.com).

Once again on behalf of the entire Mirihi Team, I assure you our utmost commitment for your safety and comfort in our little Paradise.

See you soon.

Mohamed Shareef  
General Manager





## Mirihi App

Please download Mirihi App for more flexibility in making and modifying reservations of in-resort activities, fast and contactless check in and more. Our App will be available for download in [App Store](#) and [Google Play](#) from 1st September 2020 two weeks prior to our reopening date.

Exploring the island

Fast and contactless check-in

Explore and book activities

Read our weekly programme

Contact us anytime





## Before traveling to Maldives

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- You will get a 30-day free tourist visa on arrival.
- You are required to have a confirmed hotel booking prior to arrival.
- Split stays are permitted between resorts that meet all compulsory requirements under the split stay guideline. Tourists are not allowed to travel from Tourist Resorts to a Tourist Vessel.
- You will be required to submit a health document in English that confirms you have a PCR test for Covid-19 with a negative result. The PCR test has to be conducted within a max. of 96 hrs prior to departure to Maldives.
- You are required to submit a health declaration form 24 hours before your departure to Maldives via Maldives Immigration online portal IMUGA <https://imuga.immigration.gov.mv/ethd>
- Install Mirihi App for latest updates from Mirihi and for preplanning your stay with us.
- It is recommended to install contact tracing app '[TraceEkee](#)'

## Booking Mirihi

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- Maximum flexibility will be provided to all booking cancellations and amendments due to travel and other restrictions caused by COVID-19.
- Use of Mirihi App is recommended for pre-planning your stay with us.
- Information about the safety measures taken on the island and guide to a safe holiday in Mirihi will be sent with every booking confirmation.
- You will receive a pre-arrival questionnaire on specific health and safety requirements, prior to arrival.

## On arrival to Maldives

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- You will be required to wear face mask and maintain a social distance of minimum 01 meter at all times.
- Thermal screening will be done for all arriving passengers. Travellers showing symptoms of COVID-19 upon arrival will be subjected to a PCR test at the traveller's cost. Those requiring PCR tests will be accommodated at a transit facility until the result is available.
- Those with positive PCR test results will be subject to a 14 day mandatory isolation.
- Local health authorities may conduct random testing, at no cost to travellers.



## Welcome to Maldives

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- A member of Mirihi Team will welcome you at the International Arrival Terminal and help you with check-in to the seaplane.
- Once the check-in procedure is complete you will be taken to the Mirihi Lounge at seaplane terminal.
- Your luggage will be disinfected and transported separately to the seaplane.
- Your temperature will be taken, and hand sanitizers will be offered at the Lounge.
- You are encouraged to use Mirihi App for fast and contactless check-in prior to arriving the island. In case the app is not available, our Lounge Hostess will help you with manual check-in while maintaining all safety protocols.

## Your Flight to and from Mirihi

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- Trans Maldivian Airways (seaplane airline) and Fly Me (domestic airline) ensures all safety measures are taken for your safety and comfort during the short flight to Mirihi.
- You are required to strictly observe health and safety protocols advised by the airline ground staff and flight crew.

## Arriving Mirihi

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- Our Guest Relations Team will meet you upon arrival to the 'Mirihi International Airport' and help you with the short boat ride to the island.
- All Team members will wear appropriate PPEs and will practice social distancing at all times.
- All luggage will be disinfected before loading on our boat.
- Upon arrival to the island, you will be immediately escorted to your designated villa or suite.
- A quick tour of the island and necessary information will be given to you on the way to the villa or suite.

## Leaving Mirihi

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- Guests who require a PCR test result for traveling to other destinations, can take the PCR samples on the island on complimentary basis. Samples will be sent to a lab in Male' and the results will be sent to guest via e-mail within 48 hrs.
- You are required to submit a health declaration form 24 hours before your departure from Maldives via Maldives Immigration online portal IMUGA <https://imuga.immigration.gov.mv/ethd>





## The Island

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- Increased frequency of cleaning and sanitizing all areas of the island.
- Strict sanitation guidelines followed in all areas of the island and supervised by a designated Safety Manager.
- Hygiene stations with hand free sanitizer dispensers, antibacterial swipes, are placed in convenient locations throughout the island.

## The Team

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- All Team members are extensively trained on COVID-19 symptoms & protection, personal hygiene – correct hand washing and disinfecting procedures and enhanced sanitization standards of the Resort.
- Temperature of all Team members are taken daily and recorded in addition to temperature screening on arrival to the island.
- All Team members to wear face masks where social distancing of 01 meter is not possible and are equipped with other personal protective equipment where needed.
- Hygiene stations with hand free sanitizer dispensers are placed in convenient locations.

## Our Medical Services

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- Medical services will be available for our guests and Team members at the Island Clinic by the in-house doctor.
- In case of a guest displaying COVID-19 symptoms, it's advised to contact the doctor immediately, over the phone instead of visiting the Clinic.
- A designated Health & Safety Manager supported by a team of trained personal including the doctor and nurse, will ensure all health-related precautionary measures are taken throughout the island, according to the internal operational protocols set for COVID-19 pandemic and standards set by local and international health authorities.
- Separate villas for isolation of guests and Team members showing symptoms of COVID-19, will be allocated and maintained according to Maldives health authority guidelines.



## Your Villa

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- Your entire villa will be deep cleaned and thoroughly disinfected including AC filters and all high touch surfaces, before your check-in.
- Frequency of housekeeping services will be based on your specific requirements.
- A hygiene kit with a disposable mask, hand sanitizer and gloves to be provided for every guest on arrival. Extra will be provided if needed.

## Your Food & Beverage

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- Guests are requested wear face masks in restaurants and bars at all times except when seated on the designated table.
- Digital menus are available on Mirihi App.
- Restaurants and Bar furniture to be arranged giving enough space for social distancing to the guests.
- Increased frequency of disinfecting all furniture and high touch surfaces and all other necessary precautionary measures are taken for your health, safety and comfort.
- Hands free sanitizers are placed at every entrance to every outlet.
- Chefs with proper PPEs will be available to serve guests at the buffet.
- All Service Team members will wear facemasks during the service

## Your Fitness

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- Guests are requested to book gym at the Reception prior to visiting.
- All gym equipment will be cleaned and disinfected in regular intervals.
- Hands free sanitizers are placed at the Gym.
- Sanitizing wipes are provided in the Gym for guests to use before and after using an equipment.





## Diving and Snorkelling

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- Guests are encouraged to acquire diving information from the [website](#) or over the phone and visit the dive center only when necessary.
- Guests who have recovered from COVID-19 should present a doctor's certificate confirming you are fit to dive.
- You can use Mirihi App for dive information and inquiries
- Guests and Team members should wear facemasks and practice social distancing at the Dive Center.
- All dive/ snorkelling gear to be disinfected before handing over to the guests. Guests are encouraged to keep their breathing equipment with the guests during the course of their stay.
- All boats to be deep cleaned and disinfected prior to guest boarding.
- Hand sanitizers should be available on the boat as well as dive center.

## Excursions and Watersports

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- You can use Mirihi App for information and to book Excursions and other activities.
- Boat to be disinfected before and after guest boarding.
- Hand sanitizers to be available for guests and crew on board.
- Lunch boxes & unopened drinks to be served during full day excursions.

## Duniye Spa

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- Appointments to be made 24 hrs prior to treatment over Mirihi App or by phone or email.
- During the appointment process guests will be quizzed over their health status of the past 14 days.
- Guests and therapists should wear masks in the enclosed areas of the Spa.
- Therapists are screened for flu symptoms on before every shift.
- Hands-free sanitization stations are placed at the entrance.



Mirichi  
as unique as you

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