



CROWN & CHAMPA
RESORTS



A SAFE HOLIDAY
EXPERIENCE IN PARADISE



PAUSE | BREATHE | MALDIVES

SUNNY GREETINGS FROM CCR

We begin with a heartfelt thank you to our community for supporting us in these uncertain times, and a commitment to our guests – past, current and future - to continue to provide memorable Maldivian experiences, guided by our vision to exceeding expectations. This vision has and always will be propelled forward by our values of respect, empathy, sincerity, openness, reliability, trust and sensitivity, values that the entire CCR team of more than 3,000 employees embodies.

We are pleased to share the enclosed enhanced protocols being introduced across our collection. These steps are being taken to ensure a safe holiday experience in paradise awaits you on arrival.

Across our resorts, we maintain robust protocols for health, hygiene and safety to safeguard our guests and team. The teams at our resorts have been trained in cleaning, laundry and waste disposal procedures, as we strive to maintain the highest standards of hygiene following the latest guidelines by health authorities.

More than ever, Maldives is an attractive destination due to its 'one island, one resort concept'. All of our resorts are safe havens offering peace of mind with ample space for you to explore the freedom of the island no matter if that choice leads to a diving experience underwater or the enjoyment of our palm-lined beaches. Special attention is being given to shared experiences such as dining, excursions and Spa to ensure guests are at ease.

We hope that the enclosed information is informative, speaks to any concerns you may have and offers the assurance that you seek.

Your wellbeing during your stay with us is our priority and will remain ready when you are to vacation in the Maldives.

Yours Sincerely,



Martin Vossen
Chief Executive Officer
Crown & Champa Resorts (CCR)

OUR COMMITMENT



Continuing to move forward and adapt to the 'new normal', we are pleased to introduce the **Safe Holiday Experience in Paradise** across all our collection.

This initiative is to strengthen the trust and confidence in our brand as we follow international and local hygiene standards.



The safety of our guests, partners, stakeholders, and employees is the core of our business.

As we prepare for the resort re-openings and to welcome our guests back, we want to ensure that our resorts are a safe haven for everyone.

*Our original
Maldivian hospitality
awaits you...*

YOUR SAFE HOLIDAY IN PARADISE BEGINS WITH OUR "S . H . S . S " PROTOCOLS

SUSTAINABILITY



Sustainability has become part of our philosophy. Our collection of resorts actively working on developing innovative ways to protect the natural environment for future generations. We continuously strive to reduce the impact the resorts have on the environment. Our collection of resorts working in association with the internationally recognised sustainability certification programme Travelife®. CCR is dedicated to making holidays more sustainable, not only focusing on the green choices our resorts make but also the work they do with the local community and supporting our local islands.

HEALTH, SAFETY & SANITATION

➤ ACCREDITED INTERNATIONAL PARTNERS

We are proud to be Hazard Analysis, and Critical Control Point System (HACCP) certified and work in collaboration with Ecolab/Greenpath Maldives and Ian Greaves International (IGI UK) to protect our guests and employees.

➤ TRAINING

We are continuously developing the team through our internal and external programs, with focused training and familiarisation of each team member with health & safety and national guidelines.

➤ LOCAL REQUIREMENTS AND LEGISLATIONS

This Safe Holiday Experience initiative will be continuously reviewed and revised in line with the updates issued by the Maldivian Health Protection Agency (HPA) and the Government.

➤ CRISIS MANAGEMENT RESPONSE PLAN

CCR's Health & Safety Protocol details appropriate internal steps to be followed and will be lead and guided by our Covid-19 task force teams in each resort.



GreenPath
private limited

ECOLAB®



• Safety • Hygiene
• Environmental Protection

SAFE.CONVENIENT.EASY

CCR DIGITAL CONCIERGE SERVICE

For a smooth, perfectly safe and convenient holiday to the Maldives, guests can download our fun and easy to use digital Mobile APP before their arrival.

With our Mobile APP, guests can explore the resort before their arrival, access a range of contactless activities, select unique experiences during their stay to ensure their expectations are met upon arrival, and the stay ends with a fast and secure checkout experience.

Kudadoo Maldives Private Island By Hurawalhi



Hurawalhi Island Resort



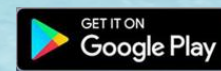
Veligandu Island Resort & Spa
Meeru Island Resort & Spa
Vilamendhoo Island Resort & Spa



Komandoo Island Resort & Spa

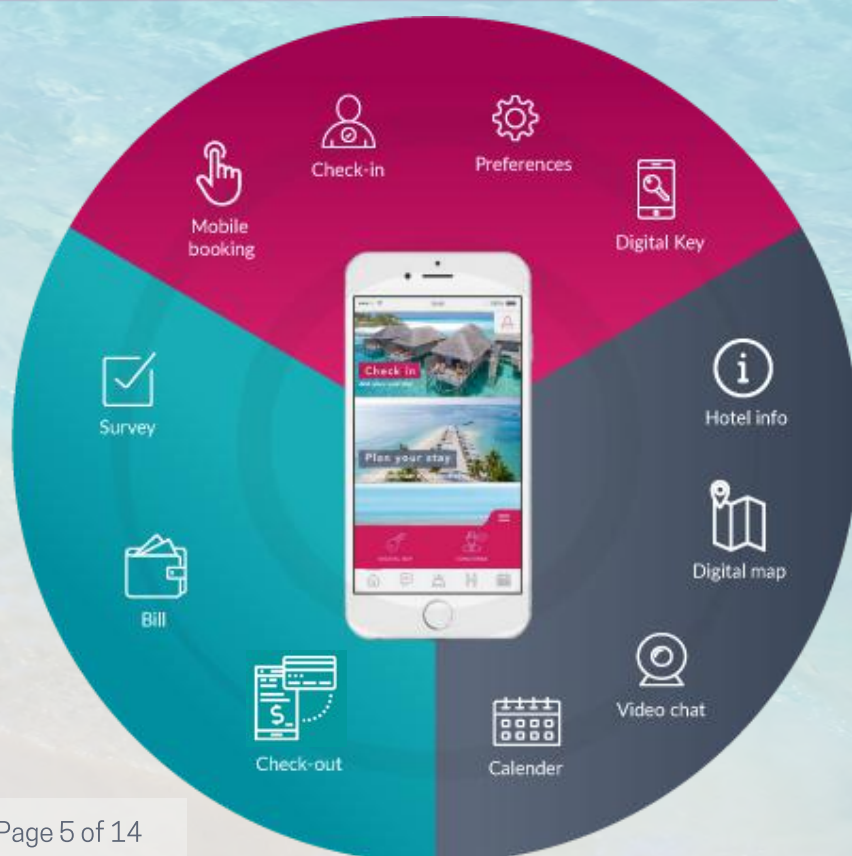


Kuredu Island Resort & Spa



Take control of your holiday journey with limited contact and interaction

- Guests can tailor their resort itineraries prior to arrival and update them during their stay;
- Explore and book resort excursions and activities;
- Familiarise themselves with the resorts F&B outlets and make a reservation;
- Once guests arrive, they can effortlessly check-in and use the digital APP as their room key.



ARRIVAL TO MALDIVES

A SAFE HOLIDAY EXPERIENCE IN PARADISE



AT THE AIRPORT

- Guests are welcomed and guided through their airport journey by our CCR Airport Representatives;
- CCR Airport Representatives will be wearing the required PPE;
- Guests will receive a standard temperature check;
- Guests will receive the required PPE for their transfer from the airport to the resort;
- Guests are requested to comply with the necessary hygiene procedures;
- Luggage will be disinfected on outside surfaces and handles;
- Strict observance of safe physical distance, we recommend at least 1.5 meters apart all the time.

TRANSFER TO THE RESORT



- Seaplane Transfer:
Guests to strictly observe the health and safety guidelines advised by Trans Maldivian Airways



- Boat Transfer:
Guest may view and receive updated airport schedule via Mobile App;
Seats and life jackets disinfected;
Safe physical distance of at least 1.5 meters apart while seated.



- Domestic Flight Transfer:
Guests to strictly observe the health and safety guidelines advised by the domestic airline carrier.

SAFE RESORT EXPERIENCE

A SAFE HOLIDAY EXPERIENCE IN PARADISE

CHECK IN



- Fast contactless check-in available prior arrival to resort via Mobile APP. If the Mobile APP is not available, our Front Office Team will guide guests through the check-in process, maintaining safe physical distancing at all times;
- Access reservation Info via Mobile APP;
- Receive Digital key via Mobile APP to access your room or a disinfected room key card;
- Guest Service Team on standby and reachable via Mobile APP; Frequent disinfection of reception;
- Effective cleaning and hygiene protocols for buggy and luggage service;
- Front Office and Guest Service Teams are well trained and familiar with protocols.

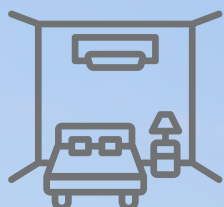
PUBLIC AREAS



- Hand disinfection units available in all public areas;
- Proper spacing and queuing system and strict observance of safe physical distance, of at least 1.5 meters apart, at all times;
- Effective cleaning protocols with additional attention to high touch point surfaces such as waiting areas and washrooms.

SAFE RESORT EXPERIENCE

A SAFE HOLIDAY EXPERIENCE IN PARADISE



GUEST ROOMS

- Guests can access resort information via Mobile APP and in-room IPTV;
- Non-essential amenities removed and available upon request;
- Guests can manage Housekeeping and Maintenance requests via the Mobile APP;
- Linen and towels will be cleaned and disinfected with internationally approved chemicals;
- Heightened guest safety and cleaning protocols with more attention to high touch point surfaces.



FOOD & BEVERAGE

- All-day dining available with a controlled capacity of safe physical distance, of at least 1.5 meters at all times;
- Hand disinfection units at the entrances of our restaurants and bars;
- Highest food safety standards in accordance with HACCP principles;
- Restaurant reservations bookable via Mobile APP;
- A la Carte Restaurant Menu's available via Mobile APP and IPTV for pre-selection.



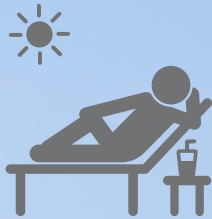
EXCURSIONS & SPORTS FACILITIES

- Contactless reservations via Mobile APP;
- Regular disinfecting of seats, life jackets, gym and sports equipment;
- Reduced participants for group excursions, while sports activities will continue at low capacities in accordance with hygiene protocols;
- Appropriate signage to inform guests of the safety measurements in place.

SAFE RESORT EXPERIENCE

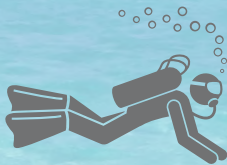
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ENTERTAINMENT, BEACH & POOL



- Pool and Beach Towels are cleaned and disinfected with internationally approved chemicals;
- Entertainment and recreational areas will continue at low capacities in accordance with hygiene protocols;
- Proper spacing and design of recreational areas to aid safe physical distance, of at least 1.5 meters apart.

SPA, DIVE, & WATERS SPORTS



- Spa therapists will be wearing appropriate PPE at all times, especially during treatments;
- Spa reservations and availability can be made via Mobile APP;
- Reduced participants for dive and sports activities;
- Strict observance of safe physical distance, of at least 1.5 meters apart;
- Effective cleaning protocols for high touch point surfaces and equipment to create extremely hygienic conditions.

MEDICAL ASSISTANCE



- Wellbeing check of guests and employees shall be carried out;
- Access to medical services will be available if needed;
- Swift response provided through the resort medical team in cooperation with the local health agency

MEMORABLE EXPERIENCES

A SAFE HOLIDAY EXPERIENCE IN PARADISE



FAREWELL



- Departure bill available 24 hours prior to departure on the Mobile APP and payment can be done via the APP or directly with Front Office Team;
- Checkout bill can be checked, reviewed and settled via the Mobile APP;
- Additional measures will be considered for a seamless and hygienically safe checkout procedure;
- Effective cleaning and hygiene protocols for buggy and luggage handling.

TRANSFER FROM THE RESORT



- Seaplane Transfer:
Guests to strictly observe the health and safety guidelines advised by Trans Maldivian Airways



- Boat Transfer:
Guest may view and receive updated airport schedule via Mobile App;
Seats and life jackets disinfected;
Safe physical distance of at least 1.5 meters apart while seated.



- Domestic Flight Transfer:
Guests to strictly observe the health and safety guidelines advised by the domestic airline carrier.

IMPORTANT

TO KNOW:



- Travel Insurance is essential and should be activated before traveling to Maldives.
- With effect from September 10 2020, all tourists and short term visitors must present a Negative PCR certificate on arrival to the Maldives. The PCR test must be conducted within a maximum of 96 hours prior to departure.
- All visitors to the Maldives are required to complete an online health declaration form via <https://imuqa.immigration.gov.mv>, 24 hours prior their departure to Maldives.
- All visitors to the Maldives are encouraged to install the contact tracing application '[Trace Ekee](#)' upon or before arrival into the country.
- Upon entering the Maldives, travelers presenting with symptoms of COVID-19 will be subjected to a PCR test at the traveller's cost;
- Tourists requiring PCR testing on arrival shall be accommodated in a transit facility until their PCR results are received at the traveller's cost;
- If PCR test is positive, isolation for 14 days is mandatory. Contact tracing will identify those who also need to be tested and isolated for 48 hours or until results are available. Isolation at the resort for 14 days is mandatory for anyone testing positive for COVID-19. The Resort Doctor or Nurse will provide primary care whilst guests are in isolation on the Resort, should the symptoms require clinical care, this will be arranged. Cooperation with HPA is compulsory. Guest are advised to check with their insurance company for coverage of related expenses. If any guest is required to stay after their regular booked holiday to complete their quarantine period, charges will apply.



"We have no doubt, that the sun will shine on the Maldives again and the smiles will return to all Maldivians"

Page 11 of 14

IMPORTANT

TO KNOW:



AT THE RESORT

- While in the resort, if any guest is found positive of COVID-19, isolation at the resort for 14 days is mandatory. Contact tracing will identify those who also need to be tested. All close contacts will have to undergo quarantine for 14 days at the resort and PCR tested prior to being released from quarantine. The Resort Doctor or Nurse will provide primary care whilst guests are in isolation on the Resort, should the symptoms require clinical care, this will be arranged. Guest are advised to check with their insurance company for coverage of related expenses. If any guest is required to stay after their regular booked holiday to complete their quarantine period, charges will apply.
- Isolation rooms shall be maintained and serviced as per standards set forth by Maldives Health Protection Agency (HPA);
- Guests will be allowed to exit isolation with restrictions to utilise the common facilities of the resort if the test result is negative until all symptoms clear.
- To accommodate the mandate of certain airlines and countries for their travelers to provide a Negative PCR certificate upon their travel journey, all properties of Crown & Champa Resorts will facilitate PCR testing for those guests with this compulsory requirement. Where applicable, the PCR testing will be provided free of charge for stays 7 nights or more if guest has a compulsory requirement by airline or home country.

W E'LL KEEP IT SAFE FOR YOUR RETURN

We are committed to ensuring that our team members across all our properties are looked after, well equipped, and trained to observe the highest safety standards and practices. We strive to maintain the highest standards through continuous development and health & safety training programs with our teams.

Our promise is to provide an island holiday filled with memorable experiences in a safe environment.

BACK OF THE HOUSE:

- 1 Increased awareness and empowerment on measures and protocols for guests and team members;
- 2 Strict observance of safe physical distance, of at least 1.5 meters apart, during guest or team member interaction;
- 3 Enhanced internal and external safety and hygiene training programmes, in collaboration with Lobster Ink and Ecolab, as our external partners;
- 4 Enhanced cleaning and hygiene protocols for team member entertainment, sports and recreational facilities, cafeteria, and rooms;
- 5 Availability of hand sanitizers at team members' area, including back offices, washrooms, sports and recreational facilities, and cafeteria;
- 6 Team member uniforms will include personal protective equipment (PPE);
- 7 Reinforcement and monitoring of waste management, equipment and maintenance checks, Legionella control, and water systems, in collaboration with SGS International;
- 8 Designated Health & Safety committee to reinforce and monitor the enhanced hygiene guidelines.
- 9 Team Members movements "in and out" of resorts: will be strictly monitored through our newly amplified Health Monitoring System.

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Page 13 of 14



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