

# OnGuard Program

Dear Friends,

At Kandima Maldives, we strive to give our guests the Koollest and safest holiday one could ever imagine. We have enhanced our Health & Safety standards in line with the latest medical advice from the World Health Organization (WHO) and mandates from the Maldives Health Protection Authority (HPA) to ensure that all our guests have an enjoyable, safe and healthy stay. Named **K' OnGuard** this program provides an additional layer of safeguards to give you complete peace of mind during your stay with us.

K' OnGuard is run by our internationally trained Health & Safety Manager who together with the inspection team will ensure that every procedure is in place to protect our guests and staff. The additional procedures encompass the safety and wellbeing requirements across all points of contact, including transfers, public areas, restaurants and kitchens, bars, guest rooms, activities, the spa and fitness centers, and all back of house operations.

## Here are a few key elements of K' OnGuard that you should know about:

- All guests will have their temperatures taken when they arrive and at regular intervals during their stay.
- All guest rooms will undergo enhanced cleaning protocols with hospital grade disinfectants, UV-C and aerosol sprays. This will include a deep cleaning and sterilization of the frequently touched items in the room, including all surfaces, light switches, door handles, TV remotes and thermostats. The air-conditioning system and carpeting will be sanitized before each new arrival. All room keys will be individually sanitized before being handed to guests. Rooms will be sealed after cleaning for 24 hours prior to the next guest's arrival.
- Highly frequented areas of the resorts will be inspected and cleaned three times a day. Hand sanitizers will be available for guests in all public areas.
- Our guests will be encouraged to practice social distancing and seating will be reduced in our restaurants, bars and at the pools and on beaches. Menus will be available digitally on the Kandima app or via QR code on your personal devices.
- Guests will be able to choose a contactless check-in using the Kandima app and contact staff at any time through its "Live Chat" feature. This app also allows guests to check menus, order room service and book resort activities, thus minimizing contacts between guests and staff.
- All staff will undergo a twice daily temperature screening and will regularly wash and sanitize their hands. All staff returning from vacation will be thoroughly monitored prior to being allowed into guest areas.
- All guest transport vehicles to be fully sanitized after every use. Guest buggies and speed boats will carry hand sanitizers for guests.
- Kandima's state of the art in-house medical clinic with European doctors are on standby to provide round the clock medical assistance. The resort has set aside some guest rooms where guests may be isolated under medical supervision if necessary.

**We want to ensure that we leave no shells unturned as we prepare to welcome guests to our island paradise the Kandima way! As a perfect #yourkindofplace we are ready to Kandimise you to the friendliest, cleanest and, most importantly, a safe environment.**

**You can find out more about K' OnGuard on our website at [www.kandima.com/konguard](http://www.kandima.com/konguard)**