

COCO
COLLECTION

COCO SAFE PLEDGE

Rediscover Your Coco Sanctuary

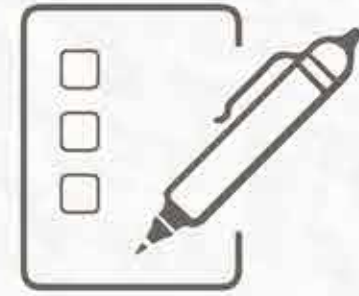


Coco Collection is delighted to welcome you to the Maldives. In the wake of the novel coronavirus outbreak, we have enhanced our rigorous cleaning and disinfecting protocols at every step of your stay with us.

The Coco Safe Pledge combines our values of safety with our dedication to creating memorable and poignant experiences for our guests. Underpinned by our dedication to environmental sustainability and social responsibility, it is our commitment to creating a safe and comfortable environment for all our guests and associates.

The full details of the Coco Safe Pledge are available on our website.

Your Journey to the Maldives



- You will receive details of the Coco Safe Pledge prior to your arrival, so that you are prepared for your holiday.



- Please note that all travellers to the Maldives are required to wear a face mask at the airport premises.



- Upon arrival, you will require the below documents at Immigration for your tourist visa:
 - Resort Booking Confirmation
 - Return Flight Tickets
 - Proof of negative PCR Test in English, conducted within a maximum 96 hours of prior to departure to Maldives
 - IMUGA Online Health Declaration Form completed within 96 hours prior to departure to Maldives: <https://imuga.immigration.gov.mv/ethd/create>



- All travellers to the Maldives will be temperature scanned at arrival, and symptomatic individuals may be tested by the health authorities.



Your Journey to Coco

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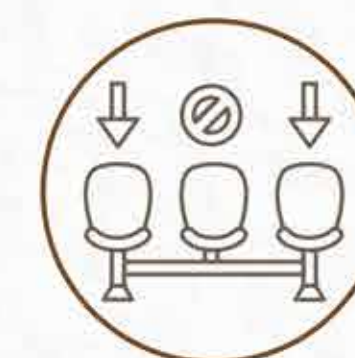
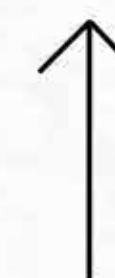
You will be met at the Arrivals Hall by one of our Guest Relations Officers who will assist you with your onward transfer, while maintaining a safe distance

We request that you keep wearing a face mask during your transfer to the resort

All your luggage will be disinfected before being loaded on to the boat or seaplane



Speedboats and life jackets are disinfected in-between each journey



For your comfort and safety, the number of passengers on our transfer boats has been reduced to allow seating to be spaced out



Your Stay

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Upon your arrival at the resort, we will be checking your temperature using digital thermometers.

We will also be conducting daily temperature checks at the restaurants.



You will be escorted directly to the villa and any remaining check-in procedures will be completed there.



Villa orientation can be provided upon request. We welcome you to take a virtual tour from our website gallery prior to arrival.



Your luggage will be taken straight to your villa after being disinfected again.

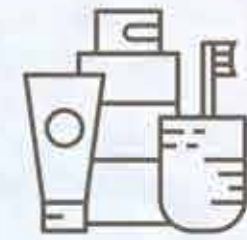


Wherever possible, communications have been digitalised so that your holiday experience is as seamless as possible. All our dining, spa, and experience menus are available to view through a QR Code. Printed copies are also available upon request.

Your Villa



- Your villa will be deep cleaned according to World Health Organization and local authority guidelines. Each room is disinfected using UV Lamps in between each guest stay.



- We have minimised the certain items in your villa such as magazines and the in-villa compendium in order to reduce high-touch points, however these items are all available upon request. A digital in-villa compendium is also available to view online through a QR Code.



- Our Housekeeping team will clean and disinfect your villa once daily. However, if you have different preferences please do indicate this on your pre-arrival check-in form.



- A welcome personal safety pack will be provided in your villa, including a bottle of hand sanitiser, reusable cloth masks, and alcohol swabs for your accessories.



How We Protect You

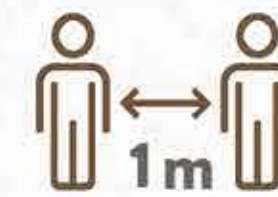


We ask all our guests to follow hygiene etiquettes and physical distancing measures, the details of which will be visibly displayed in public areas.



HAND HYGIENE

- Ultraviolet & Touch-Free alcohol-based sanitiser dispensers are available for your use at all public areas.
- Complimentary hand sanitiser bottles will be provided in the villa.
- Our associates follow strict and frequent hand washing protocols.



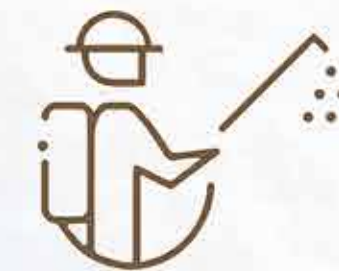
PHYSICAL DISTANCING

- All our associates are trained to maintain appropriate physical distance.
- Reduced and spaced-out seating in restaurants and public areas wherever possible.



RESPIRATORY HYGIENE ETIQUETTE

- Reusable masks are available in your welcome personal safety pack for you to use if you wish.
- Disposable masks are available for purchase.
- Our island resort was designed to let the natural flow of air in and out of villas and restaurants, allowing fresh air to circulate freely.



ENHANCED & INNOVATIVE DISINFECTING MEASURES

- Digitalisation of Menus and compendiums.
- High-touch points in public areas are cleaned and disinfected hourly.
- Strict and thorough measures in our back of house operations to protect both you and our associates, such as the way we handle laundry, procurement, maintenance and waste management.



Your Experiences

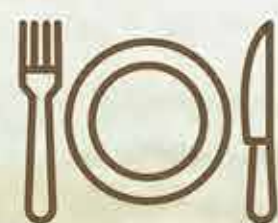
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SPA



- Spa services will continue with enhanced cleaning and disinfecting measures, including allowing for more time in between clients.
- We request that all spa appointments are pre-booked as far in advance as possible, with a minimum of 24 hours' notice.

DINING



- All guests will be allocated a designated table at the main restaurant throughout their stay wherever possible.
- Our buffets are open as usual, with our Chefs serving you directly.
- Private dining experiences are available for you to enjoy at the comfort of your villa or out on the beach.



LIFESTYLE EXPERIENCES



- Group excursions will be carried out while adhering to safety guidelines.
- Our extensive menu of lifestyle experiences is available for you to enjoy in complete privacy. Contact our Lifestyle Hosts to arrange these private experiences.
- All equipment used in our lifestyle experiences, including diving and water sports, is cleaned and sanitised after each use.
- We encourage guests to bring their own snorkelling gear. Alternatively, snorkels are available for rent or purchase.
- All our dive centres have enhanced disinfecting safety measures in place for the premises and equipment.

Our Team is Prepared

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- All our associates have been trained by NSURE, a leader in Health & Safety practices in the hospitality industry. They have been trained in preventive measures to help guide and protect you. Our associates are always on hand should you require any assistance or information.



- An in-house trained medical officer will be present at all times at the resort.
- A dedicated Health Clinic is located on the resort should you need any medical assistance.



- Our management team is prepared with isolation measures in place to protect our guests and associates should there be any suspected cases. We follow WHO guidelines and adhere to the advice and guidelines given to us by the Maldivian Health Protection Agency.



For More Information

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www.cocollection.com
reservations@cocollection.com



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