

Validity Period 1st August to 31st October 2020

FAQ's	Cinnamon Resorts Maldives			
	Cinnamon Hakuraa Huraa Maldives	Cinnamon Dhonveli Maldives	Cinnamon Velifushi Maldives	Ellaidhoo Maldives by Cinnamon
Will everyone travelling with Emirates/Etihad flight has to do a COVID-19 test?	YES. All Guest/Customer travelling/transiting via UAE at present requires a Negative COVID19 certificates which will be valid for up to 96 hours from the time of the PCR test			
How will the resort facilitate the process?	Tourist should inform the tourist establishment regarding the requirement for COVID-19 testing for return travel/ onward travel. The information should be shared with the establishment in advance so that there is adequate time to do the testing. At least 48 hours should be provided to the lab to perform the testing and to provide results. The tourist establishment should arrange COVID-19 testing for the tourist in accordance with the testing requirements and within the time frame as required by the regulations of the tourists' home country/destination country.			
Can you offer 96 hours prior to departure PCR testing facilities to guests?	YES	YES	YES	YES
(A). If yes how much it will cost?	Estimation based on options provided below. Pls do note that this is for guidance purposes only. Costs may vary depending on the Laboratory testing facilities cost/			
<i>Estimated total cost if test to be done at hospital whilst continuing stay at resort</i>	Not possible	US\$. 270.00 per person per test	US\$. 300.00 per person per test	US\$. 500.00 per person per test
<i>Estimated total cost if to do test with early departure*</i>	US\$. 100.00 per person per test + MLE city hotel charges	US\$. 100.00 per person per test + MLE city hotel charges	US\$. 100.00 per person per test + MLE city hotel charges	US\$. 100.00 per person per test + MLE city hotel charges
<i>Estimated total cost if the Resort doctor conduct test</i>	US\$. 200.00 per person per test	US\$. 150.00 per person per test	US\$. 150.00 per person per test	US\$. 200.00 per person per test
(B). Testing on resort by certified resort doctor?	Available	Available	Available	Available
(C). Testing on resort by visiting/rotating hospital doctor and mobile testing unit possible?	Can be Facilitated by M.Mulee Regional Hospital	Can be Facilitated by HPA	Can be Facilitated by V.Feldhoo Atoll Hospital	Can be Facilitated by Adh. Mahibadhoo Hospital or AA. Rasdhoo Hospital
(D). When will the PCR test result be provided?	within 72hours	within 36 hours	within 36 hours	within 72 hours
Can the customer/guest opt to transit and stay closer to the airport and PCR testing facility to process PCR Test?	Your hotel/resort representatives can help you make special arrangements with HPA for any transit stays. HPA will recommend and advise arrangement accordingly. However, you will be allowed only to stay in specifically chosen transit hotels, approved by the Health Protection Agency, to ensure your safety. Additional accommodation cost will apply			
If customer/guest will get approval for transit arrangement prior departure, will the remaining nights be refunded?	Booking will be charged as per stayed nights, yet all the transit related cost such as meals, transit hotels, transfer to airport etc. should be borne by the guest/customer.			
If Test results are COVID-19 Positive	HPA will inform the result to the doctor/health care professional or the focal point at the tourist establishment who will inform the patient. HPA will simultaneously inform the Clinical Management Advisory Team (CMAT) and Ministry of Tourism focal point. HPA and Ministry of Tourism focal points will coordinate with focal point in the tourist establishment regarding arrangements for isolation of the patient in the resort or designated isolation facility if admission is required.			
(A). If results positive how much it will cost?	Estimation based on options provided below for accomodation. Pls do note that this is for guidance purposes only. Additional Costs will apply depending on the Laboratory testing facilities cost and the frequency of tests that need to be done			
<i>Estimated total cost if to be quarantined at the resort designated quarantine accomodation</i>	US\$. 170.00 per person per night on full board plus water & Soft drinks	US\$. 170.00 per person per night on full board plus water & Soft drinks	US\$. 170.00 per person per night on full board plus water & Soft drinks	US\$. 170.00 per person per night on full board plus water & Soft drinks
<i>Estimated total cost if to be quarantined at quarantine facility designated by HPA</i>	Accommodation Cost as per designated quarantine center rates + Transfer charges	Accommodation Cost as per designated quarantine center rates + Transfer charges	Accommodation Cost as per designated quarantine center rates + Transfer charges	Accommodation Cost as per designated quarantine center rates + Transfer charges
<i>Estimated cost per test if the Resort doctor conduct test</i>	US\$. 200.00 per person per test	US\$. 150.00 per person per test	US\$. 150.00 per person per test	US\$. 200.00 per person per test
If Test results are COVID-19 Inconclusive	Rarely the results of PCR may be inconclusive. In these cases, the lab will call and inform the tourist facility to send a repeat sample for testing.			
(A). If results are inconclusive how much it will cost?	Estimation based on options provided below. Pls do note that this is for guidance purposes only. Costs may vary depending on the Laboratory testing facilities cost and the frequency of tests that need to be done			
<i>Estimated total cost if there is a need to extend the stay until new test results are received</i>	nights can be extended paying direct to resort based at US\$. 400.00 per room per night on SAI basis	nights can be extended paying direct to resort based at US\$. 360.00 per room per night on FB basis	nights can be extended paying direct to resort based at US\$. 430.00 per room per night on FB basis	nights can be extended paying direct to resort based at US\$. 320.00 per room per night on FB basis
<i>Estimated total cost if to do test with departure from resort and stay in Male city hotel that's designated by HPA*</i>	Accommodation Cost as per designated City Hotel rates	Accommodation Cost as per designated City Hotel rates	Accommodation Cost as per designated City Hotel rates	Accommodation Cost as per designated City Hotel rates
<i>Estimated total cost if the Resort doctor conduct test</i>	US\$. 200.00 per person per test	US\$. 150.00 per person per test	US\$. 150.00 per person per test	US\$. 200.00 per person per test
(B). When will the PCR test result be provided?	within 72hours	within 36 hours	within 36 hours	within 72 hours

* unutilized nights will be refunded. Guest will have to pay direct to MLE hotel.