



CAREFIJI  
COMMITMENT



## COVID-19 HEALTH & SAFETY PROTOCOLS

Updated: 15 February 2021

**Please note:** this is a working and fluid document which will be updated in the event that protocols and policies need to be amended.

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Ahura Resorts, the owners and operators of both **Malolo Island Resort** and **Likuliku Lagoon Resort**, ceased operations on Friday the 27<sup>th</sup> March 2020. A small team has remained on-site to manage and maintain the resorts and the extensive infrastructure required to run them.

The Fijian Government has been proactive in its actions to protect its borders and people and consequently, the country has recorded low COVID-19 cases numbers and at the time of writing has over 300 days without community transmission.

As we lead into a reopening of the resorts, we wish to advise that we consider the health and safety of our guests and staff of paramount importance and believe that by working together, we can create a safe environment in which everyone is protected.

The Fiji Government has introduced the “[Care Fiji Commitment](#)” for the tourism and hospitality industry. Both Likuliku Lagoon and Malolo Island resorts are accredited resorts with this program – which also has the accreditation of the [World Tourism & Transport Council “Safe Travels”](#) stamp. As a result, Ahura Resorts will be equipped to provide a COVID-19-safe zone **but request that all guests continue to take responsibility for their own well-being by taking all precautions relevant at the time.**

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# RESORT PROTOCOLS

## Guests Arriving on the Island

1. Still to be finalised by the Fiji Government, but all guests arriving to Fiji will have undergone a compulsory negative COVID-19 (RT-PCR) test 72 hours prior to travel in order to board their aircraft and enter the country.

Ahura Resorts **will still require** guests to undergo this test 72hrs prior to travel and a copy of the negative test results presented prior to checking into the resorts.

2. All guests arriving in Fiji will also be screened and need to complete a COVID-19 health questionnaire on arrival at Nadi International Airport.
3. All guests are required to download the *careFiji* tracing app on arrival into the country. This is available in the Apple App store or Google Playstore and should be activated for the duration of your stay and your device taken everywhere with you.
4. Ahura Resorts will only be taking single-destination bookings and guests staying at our resorts will be required to come directly from the international airport to the resort with no pre mainland/other island resort stays.
5. Non-touch temperature checks of all guests will be taken by staff on arrival, departure and at any time during their stay on request.
6. We request all guests supply their own masks and gloves for the duration of their stay if they feel it necessary.
7. **We request all guests - adults and children - to practice responsible social distancing protocols at all times.**
8. We request all guests to wash their hands and use the sanitizers provided in their rooms and public areas on a regular basis.
9. Any guest who becomes ill or displays symptoms of COVID-19 at any time must immediately report this to the Resort Manager or Operations Manager - and who are also the officially accredited **“Care Fiji Wellness Ambassadors”**.

# RESORT PROTOCOLS

(continued)

## Our Duty of Care

To facilitate social distancing, both Likuliku Lagoon and Malolo Island resorts will be operating in alignment with the Fiji Government mandated Covid-19 protocols.

Revised hygiene procedures and protocols have been established specifically for all guest rooms and public areas focusing on increased cleaning and disinfecting of **HIGH TOUCH POINT AREAS (HTPA)**.

Please note, that we are also following the Fijian Government mandated standards and requirements for the use of masks and gloves by staff in the Hospitality industry which is also as advised by the WHO.

All staff arriving on the island after days off will be temperature screened and all staff reporting for duty will be temperature screened daily.

All staff will receive revised training in all new "Care Fiji" Covid protocols and procedures and are required to wash their hands or use sanitizer every 60 minutes (for 20+ seconds) and after any activity using their hands.

## Housekeeping

1. All arrival rooms will undergo a **DEEP CLEAN** focusing on disinfecting and HTPA sanitizing including: all handles, remote controls, in-room control panels, light switches, toilet seats, nightstands, telephones, alarm clocks, luggage racks and flooring. A change-over of furniture fabrics, pillows and cushions will take place and air conditioning filters will be cleaned.
2. During your stay, rooms will be serviced daily with a focus on HTPA sanitizing.
3. Rooms will only be serviced every 3 days unless guests require others. This should be advised to the Resort Manager or Operations Manager on arrival.
4. Hand sanitizer will be provided in all rooms for use during your stay.

# RESORT PROTOCOLS

(continued)

## Food and Beverage

We will continue to follow strict international food safety and preparation standards with the following additions:

1. Guests will be required to hand sanitize upon entry prior and exit in the restaurant/s.
2. A new cleaning and sanitizing regime has been introduced focusing on HTPA during and between service periods.
3. There will be no buffets, BBQ evenings or cocktail evenings. All menus will be A la Carte.
4. Tables in all outlets will be set to facilitate social distancing requirements.
5. Kids Eat Free menu (Malolo Island Resort) will be plated and served from the kitchen.
6. Normal dining rules regarding table sizes will remain across both resorts.
5. We do not provide in-room dining services on either resort.

## Public Areas and Toilets

1. A new cleaning and sanitizing regime has been introduced focusing on public HTPA including Reception, Boutique, Guest lounges, Guest Toilets and Gymnasium (Likuliku resort only).
2. Hand sanitizer will be available for guests' use at Reception, all restaurant and bar outlets, all public toilets and in the Kids Club at Malolo.
3. Public toilets will be serviced and cleaned every 2 hours.

## Activities

1. On arrival all guests will continue to receive complimentary fins. These will be placed in a bag and will be for your use for the duration of your stay. All masks and snorkels will be sanitized before being allocated for use. **Guests are encouraged to bring their own Mask and Snorkel equipment.**
2. Activity excursion numbers will be reduced to facilitate social distancing.

# RESORT PROTOCOLS

(continued)

## Spa

1. A reduced Spa menu will continue to be available and guests and staff will be required to wear masks.

## Gymnasium (Likuliku Lagoon Resort)

1. To comply with social distancing requirements, only two guests will be allowed to use the gymnasium at any one time.
2. After every use, guests will be required to contact the front desk using the gymnasium phone so a HTPA clean can take place before the next use.

## Kids Club (Malolo Island Resort)

1. The Kids Club will continue to operate at Malolo and the program will be adjusted in accordance with the Fiji Government Ministry of Health Guidelines on activity numbers and social distancing requirements. **This may mean reducing the number of children who can access the kids club program.**
2. A new cleaning and HTPA sanitizing regime has been introduced
3. Children will need to adhere to Staff instructions at all times to enable this facility to operate effectively.
4. Children will be temperature screened prior to entry into the Kids Club daily.
5. No sick or perceived ill children will be allowed to attend the Kids Club.
6. Babysitting facilities will continue to be available on request and staff will wear masks if guests require it.

## Medical Facilities

1. The resorts have access to a doctor who is located in the nearby Solevu village on Malolo Island - 10 minutes boat ride away.
  2. For serious emergencies, we evacuate to Nadi and use the resources and doctors from Zens Medical Centre. <https://www.zensmedical.com/>
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