



COVID-19 HEALTH & SAFETY PROTOCOLS

Updated: 4th April 2022

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

Ahura Resorts, the owners and operators of both **Malolo Island Resort** and **Likuliku Lagoon Resort**, considers 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 – **including 100% vaccination of all staff** – and which also has the accreditation of the **World Tourism & Transport Council “Safe Travels”** stamp. As a result, Ahura Resorts is equipped to provide a COVID-19-safe zone **but requests that all guests continue to take responsibility for their own well-being by taking all precautions relevant at the time.**

FIJI PROTOCOLS

1. The Fiji Government requires all travelers of eligible age arriving into Fiji, to be fully vaccinated with one of the WHO approved vaccines.
2. Travelers aged 12 years and above entering Fiji, must produce a negative COVID-19 RAPID ANTIGEN TEST taken within **24 hours** of their flight's scheduled departure.
3. **The Fiji Government requires that all travelers must purchase travel insurance which covers Covid-related occurrences eg quarantine, flight and accommodation amendments/cancellation fees.**
4. Travel for tourists on holiday in Fiji is quarantine-free but you will need to take a mandatory Rapid Antigen Test (RAT) **on day two in the country/24 hours** after your arrival in Fiji.

For stays arriving from 7th April 2022, it is a Fiji Government requirement to pre-book and prepay for your 2nd day test prior to arrival into Fiji and the booking confirmation shown as part of your airline check-in documents in order to board your flight to Fiji. The website for this is: <https://www.entrytestfiji.com/>

Anyone who arrives to the resorts from another resort- either on the mainland or another island, a RAT will be required on day of arrival at Malolo/Likulilku resorts. Please factor this into your overall trip cost. Pricing FJD\$45pp and is available on-site at the resorts.

5. Some countries require a RT-COVID 19 PCR test or a RAT prior to departure to return home - please check your relevant Government health advices for the testing timeframe required prior to departure eg Australia and the USA require a RAT 24hrs prior to departure. If a RT-COVID 19 PRC test is required, pricing is FJD\$180pp and is available onsite at the resorts.

Ahura Resorts has partnered with a private medical laboratory - approved by the Fiji Government's Ministry of Health - VanMed Labs - who has a qualified laboratory staff member based at the resorts to undertake the required testing.

[More information on travelling to Fiji and FAQs can be found here.](#)



RESORT PROTOCOLS

1. Once arrived at the resort, within the initial 24hr timeframe prior to having a RAT, you can still enjoy using the resort facilities under our Covid-safe protocols.
2. Note that if you arrive into Fiji and have to spend a night on the mainland, then travel to the resort the next day, our resort lab technician will carry out the Rapid test.
3. Non-touch temperature checks of all guests will be taken by staff on arrival and at any time during their stay on request.
4. We request all guests supply their own masks for the duration of their stay and these are to be worn when social distancing of cannot be maintained- ie **indoors in the boutiques, lounges, spa, and in and around the buffet areas.**
5. **We request all guests - adults and children - to practice social distancing at all times unless they are within their family bubble.**
6. We request all guests to wash their hands and use the sanitizers provided in their rooms and public areas on a regular basis.
7. 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 - who are also the officially accredited **“Care Fiji Wellness Ambassadors”**.



OUR DUTY OF CARE

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 undertake a RAT. All staff reporting for duty will be temperature screened daily.

All staff will receive ongoing 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 thorough cleaning 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. In the initial 24 hours prior to undertaking the Rapid test, rooms will not be serviced but any extra amenities can be requested at Reception.
3. During your stay, rooms will be serviced daily (unless otherwise requested) with a focus on HTPA sanitizing.
4. Hand sanitizer will be provided in all rooms for use during your stay.

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.

OUR DUTY OF CARE **(cont'd)**

3. Tables in all outlets will be set to easier facilitate social distancing.
4. 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 snorkel, mask and 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.

Spa

1. Guests and staff will be required to wear masks during treatments where appropriate.

Gymnasium (Likuliku Lagoon Resort only)

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.

OUR DUTY OF CARE (cont'd)

Kids Club (Malolo Island Resort only)

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 at any one time.**
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.

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/>