



**100%**  
VACCINATED



## COVID-19 HEALTH & SAFETY PROTOCOLS

Updated: 22 November 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**, is pleased to announce the reopening of their resorts as follows:

<b>Malolo Island Resort</b>	20 <sup>th</sup> December 2021
<b>Likuliku Lagoon Resort</b>	1 <sup>st</sup> February 2022

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 – **including 100% vaccination of all staff** – 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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# 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 and, to have undergone a compulsory negative COVID-19 PCR test 72 hours prior to travel in order to board their aircraft and enter the country.
2. **The Fiji Government requires that all travelers must purchase travel insurance which covers Covid-related occurrences.**
3. The Fiji Government requires that all travelers have a minimum of a 3 night booking in one or more accommodation providers who must be Certified by the Care Fiji Commitment.
4. All guests are required to download the *careFiji* app prior to or on arrival into Fiji. 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. The App also includes a QR code “check-in” function which will be required when arriving at the resorts and/or moving around Fiji.
5. Travel for tourists on holiday in Fiji is quarantine-free but you will need to take a mandatory Rapid COVID-19 test 48 hours after your arrival in Fiji. Please factor this into your overall trip cost. Pricing FJD\$45pp.
6. Some countries require a PCR test prior to departure to return home – please check your relevant Government health advices for the testing timeframe required prior to departure. Pricing FJD\$180pp.

**Ahura Resorts has partnered with a private medical laboratory – approved by the Fiji Government’s Ministry of Health – VanMed Labs who will have 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 48hr timeframe, 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, the resort nurse will carry out the Rapid test.
3. Non-touch temperature checks of all guests will be taken by staff on arrival, departure 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 2 metres cannot be maintained- especially when indoors, moving around ie going into restaurants and to/from buffets - but can be removed once seated.
5. **We request all guests - adults and children - to practice the required 2 metre social distancing protocols 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

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 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 **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.

# OUR DUTY OF CARE

## (cont'd)

### 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. Tables in all outlets will be set to facilitate social distancing requirements.
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 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.

## OUR DUTY OF CARE (cont'd)

### 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 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.

### 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 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/>