



100%
VACCINATED

CERTIFIED



COVID-19 HEALTH & SAFETY PROTOCOLS

Updated: 3rd September 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 (at least 2 doses) with one of the WHO approved vaccines.
2. **The Fiji Government requires that all travelers must purchase travel insurance which covers Covid-related expenses eg isolation accommodation, flight and/or accommodation amendments and cancellation fees.**
3. Some countries require a RT-COVID 19 PCR test or a Rapid Antigen Test (RAT) prior to departure to return home – please check your relevant Government health advices for the testing timeframe and requirements prior to departure.

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

RESORT PROTOCOLS

1. We request all guests to wash their hands and use the sanitizers provided in their rooms and in the public areas on a regular basis.
2. 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”**, and undertake a Rapid Antigen Test.
3. If a guest tests positive for Covid-19, they must immediately undertake a 5 day isolation period at the resort with all expenses borne by the guest.
4. After the 5 day isolation period is complete, and as long as the guest is not experiencing/showing any symptoms, they can depart the resort without any further testing. If the guest wishes to extend their stay at the resort, then a RAT must be undertaken prior to re-entering the resort.



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 are temperature screened and undertake a RAT.

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.

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. We encourage guests to use the hand sanitizers upon entry 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. 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 Island Resort.
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.

Gymnasium (Likuliku Lagoon Resort only)

1. 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. A new cleaning and HTPA sanitizing regime has been introduced
2. Children will need to adhere to Staff instructions at all times to enable this facility to operate effectively.
3. No sick or perceived ill children will be allowed to attend the Kids Club.
4. Babysitting facilities will continue to be available on request.

Medical Facilities

1. The resorts have access to a doctor who is located in the nearby Solevu village on Malolo Island - 10-15 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/>