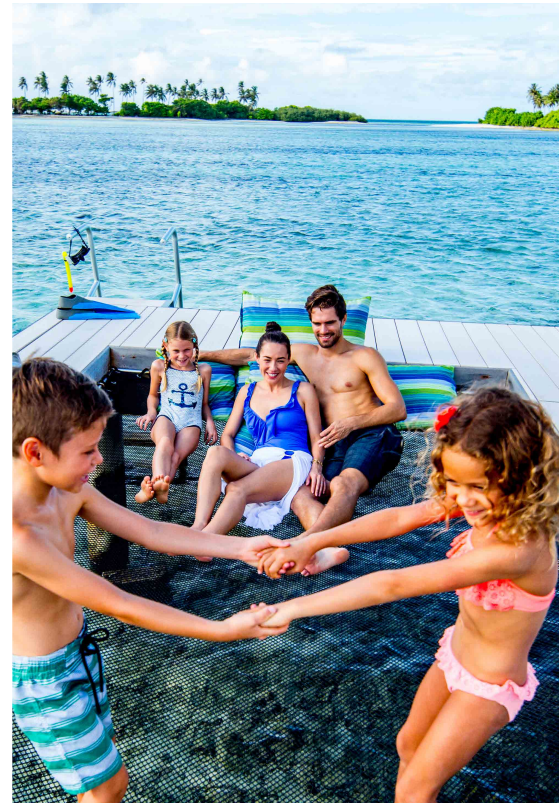




AN IHG® HOTEL

KANDOOMA  
MALDIVES



Holiday Inn Resort® Kandooma Maldives

## GETTING HERE

### Where is Maldives?

The Republic of Maldives is a collection of 26 atolls, idyllically floating on the Indian Ocean, southwest of Sri Lanka and India. Comprising of approximately 1192 coral islands, only 200 islands are inhabited by the Maldivians and around 100 islands belong to tourist resorts. The rest are uninhabited or submerged under water. The Maldives is the world's lowest lying country and the smallest Asian country in terms of population and land size despite it being one of the most dispersed countries in the world. The capital city, Male is the most populated city and is 5 minutes from Velana International Airport. 31 areas in the Maldives have been designated as 'protected' by The Environmental Protection Agency and the Ministry of Environment and Energy.

### What is the capital of The Maldives?

The capital of the Maldives is Male', pronounced as "Ma-ley". The population is about 130,000 and is home to almost one-fourth of the total population of the country.

### How to reach The Maldives?

The international airport is located on the island of Hulhule. There are more than 2 dozens of International flights flying into Maldives from major cities in Asia, Middle East and Europe. These include Sri Lankan Airlines, Qatar Airways, Singapore Airlines, Emirates, Air India, Malaysian Airlines, Lufthansa, Meridiana, Bangkok Airways, Etihad Airways, Turkish Airlines, Fly Dubai, Air Asia, SilkAir, Scoot, SpiceJet, Indigo, GoAir and Tigerair with some of these airlines flying daily, weekly or twice a week connecting the Maldives to the rest of the world. Seasonal airlines include British Airways, Air France, Alitalia and Edelweiss.

### Is visa required to enter the Maldives?

No prior visa is needed to enter Maldives and all tourists are given a free 30 days visa on arrival. Tourist visa can be extended up to 90 days for a fee and subject to approval. Please ensure that you always have the copy of your return flight ticket and hotel confirmation along with evidence of adequate funds to cover your stay to avoid any problems at Maldives Immigration. An arrival and departure card must be filled by each visitor including one for each child. This is usually provided by your flight operator prior to landing.

### What are the prohibited and restricted items in the Maldives?

Prohibited Items:

- Narcotics and psychotropic substances
- Pornographic material (including sex toys) such as books, magazines, films, videos, DVDs and software
- Religious materials offensive to Islam
- Live pigs
- Idols for worship

Restricted Items (goods that require a specific permit in order to import them):

- Liquor and alcoholic products
- Pork and its by-products
- Chemicals and chemical products
- Pets
- Firearms / explosives / weapons / ammunition
- Live plants and animals
- Medicine
- Communication equipment

For more detailed information on prohibited and restricted items, please visit <https://www.customs.gov.mv/Individuals/Items%20for%20Personal%20Use/Individual-Prohibited-and-Restricted-Items-for-Import>

## PAYMENT DETAILS

### What type of currency may I use?

Majority of our transactions in the resort are done in US\$ (US Dollar). We also accept other major currencies but limited to EUR (Euro), GBP (British Pound), CAD (Canadian Dollar), AUD (Australian Dollar), SGD (Singapore Dollar), and JPY (Japanese YEN). Damaged currency that is badly soiled, defaced, disintegrated, limp, torn, stapled or otherwise “worn out” or were printed earlier than 2006 are also not accepted.

### What types of credit cards can I use?

Visa, MasterCard, China Union Pay and American Express.

### Do you accept travelers cheques?

The resort does not accept travelers cheques.

### What is the deposit policy in the hotel?

The deposit policy is USD 100 per room per night to cover your incidental charges.

### I have been charged by the hotel prior to arrival, can I avoid this?

We have different rates and packages available and all these packages come with a specific payment policy. Please refer to the package / offer payment details prior to confirming your booking.

### Can I prepay my stay prior to arrival?

This is possible. Please advise us your preferred method of payment (credit card or bank transfer) and accordingly you will be advised on how to proceed. Please note that we will require the payment to be received in our accounts before your arrival should you opt to make a prepayment.

### What if I am using a third party credit card for payment?

Third party credit card payments are accepted only with the following documents:

- credit card authorization form signed by the owner
- copies of the front and back of the credit card
- passport copy of the card holder

## TRANSFER

### How do I get to the resort from Velana International Airport?

Located in the South Male Atoll, Holiday Inn Resort Kandooma Maldives is 35km south of the capital city of Male. Our resort is approximately a 45-minute speed boat ride from the Velana International Airport. Upon your arrival, our representative will greet you before conducting the necessary formalities before jetting away on the speed boat to transfer you to the resort. Arrival and departure details will have to be communicated to our resort at least 48 hours in advance for the boat transfer, which is charged at check-out. Guests can also opt for a private speedboat transfer (48 hours prior notice required) at an additional cost.

### Boat transfer costs:

Adults - USD 229 nett per person for a return transfer.

Children (4-12 years of age) – USD 139 nett per child for a return transfer

### How long does it takes to reach the resort?

Our resort is located 35 kilometers south of the Velana International Airport and the journey takes approximately 45 minutes by speedboat. The duration of your journey may differ at times based on the sea and weather conditions.



## TRANSFER

### **Do you arrange transfers from other location?**

We can provide transfers from other islands, however this service needs to be confirmed at least 72 hours in advance and is subject to availability. Fares will vary according to the distance from the location of the island.

### **What is the difference between combined and private transfers?**

Combined transfers will require a waiting time till all other guests arriving on other airlines have cleared Immigration prior to your speedboat transfer.

Private transfers are arranged at your convenience and do not require the waiting period. A minimum of 48 hours prior notice is required.

### **Can I make my own transfer arrangements?**

Private transfer arrangements can be made, however the resort strongly advises against this as we cannot guarantee your safety. Please ensure that the resort is kept informed of any private transfer arrangements a minimum of 48 hours prior to arrival and departure.

### **How will the Airport Representative locate me?**

Our Airport Representatives will be waiting for you outside the arrival terminal holding a placard with the resort logo.

### **What happens if I do not see your airport representative?**

In the event of you are unable to locate our Airport Representatives, please proceed to our airport counter - number 45 outside the arrival terminal.

## OTHER

### **My flight arrives in the early hours/I have a late flight out**

The standard check in time is 1400 hours and check out is 1200 hours (local time). All reservations must be pre-booked and confirmed by the resort reservations team the night prior for guests arriving on international flights between 0000 - 0700. Early check in is subject to availability of villas at the resort. Late checkouts are available at a fee with checkouts after 1800 considered as an additional night.

Guests are welcome to utilize the food & beverage, spa and recreational services till check in to your villa or departure from the resort.

### **I have a specific meal requirement**

Please advise us your requirements prior to arrival and we will put you in touch with our culinary team to confirm if these arrangements are possible. Please note that due to the location of the resort, certain items are required to be pre-arranged in advance with additional costs.

### **I have food allergies**

We recommend that guests with food allergies or any other medical ailments inform us prior to arrival so that precautions and arrangements can be made to ensure that you have a comfortable stay with us.

## OTHER

**Do you have non feather pillows and duvets? I am allergic to feather.**

We can provide non-feather pillows and replace the duvets with blankets in your villa.

**Do you have smoking rooms available?**

Bearing in mind the resorts commitment to providing all guests and colleagues with a smoke-free environment, we encourage all guests to use the terrace in your villa for smoking or in designated public areas only. Please bear in mind the health and safety hazards of smoking and kindly refrain from smoking within your villa. A minimum fee of USD 300 will be imposed to restore the guest room to its original smoke free condition. Ashtrays can be found in the utensils drawer in your villa.

**I have made a reservation via a Travel Agent, is it valid?**

All booking confirmations made via Travel Agents must have a valid 6 digit hotel confirmation number that is issued by the resort at the point of booking confirmation.

If in doubt, please email us at [reservations.hikandooma@ihg.com](mailto:reservations.hikandooma@ihg.com) for more information and assistance.

**I want a specific villa to be confirmed**

Specific villas cannot be confirmed in advance and is subject to availability. Priority for interconnecting villas will be given when travelling with children.

**Can I book my activities in advance for my vacation?**

Should you wish to pre-book food & beverage, water sports, diving and spa activities, please email [reservations.hikandooma@ihg.com](mailto:reservations.hikandooma@ihg.com). Water sports and diving activities are subject to weather conditions on the day. We recommend that upon arrival, all pre-booked activities are reconfirmed to avoid any cancellation charges.

**I am a traveler with special needs/ travelling with guest with special needs?**

Please inform us of any special needs required during your stay with an email to [reservations.hikandooma@ihg.com](mailto:reservations.hikandooma@ihg.com) a minimum of 72 hours prior to arrival to give the resort adequate time to arrange and plan ahead to ensure that you are comfortable as possible.

**Do you have internet connection in the villa?**

Complimentary broadband wireless access to the internet is available in your villa for up to 4 devices.

**Health Information**

In line with recommendations from Maldives Customs Service, we recommend that all guests carry prescriptions for special medication. A Yellow Fever Vaccination certificate is required for travelers arriving from Yellow Fever endemic areas.

The Resort has a well-equipped Clinic run by a medical doctor. Consultations can be conducted at the Resort Clinic during working hours or at the convenience of your own villa. We encourage all guests with pre-existing medical conditions to inform the doctor in case of emergency.

**Electricity**

We have both British standard (3 pin) and multi plug international sockets in each villa. The shaver socket in your bathroom is equipped 220V. An emergency torch light is provided on one side of your wardrobe to be used in the unlikely event of a power outage.

**I want to get a local sim card**

Local pre-paid sims can be purchased at the airport OR our Reception will be glad to purchase and arrange delivery at fee. Re-load cards are available for purchase at the resort's Retails Shop.

## OTHER

### **Do you organize surf trips to surf breaks nearby?**

We have a third party operator, The Perfect Wave that runs the surf program and offers a special Surf and Accommodation package during the surf season running from April – November. Contact [reservations.hikandooma@ihg.com](mailto:reservations.hikandooma@ihg.com) for more details.

### **Can we get married in the Maldives?**

The resort offers wedding packages that can be tailor made to your individual preferences. Please note that these ceremonies are symbolic and not legally binding.

## CHILDREN

### **Are children allowed in the Overwater Villas?**

All guests travelling with young children are advised to be aware of the unrestricted access to the sea and the lagoon directly from the villas and other public areas and will not accept responsibility in case of accident or injury caused. There are no lifeguards on duty at the resort.

We recommend that families with children younger than the age of 12 book our Beach and Garden villas for safety reasons. However should you wish to book an Overwater Villa, the resort requires a signed waiver to proceed with the booking.

### **Do you provide babysitting services?**

Babysitting services are available at a charge per hour per child. Should you have more than 02 children, a second babysitter is required which is also charged per hour per child. Please note that this service is subject to availability of babysitters and minimum of 24 hours' notice is required.

### **Do you have swim diapers/regular diapers for babies?**

Select sizes of baby diapers are available in our Retail shop. Should you wish to have the resort pre-purchase diapers for your stay, please email [reservations.hikandooma@ihg.com](mailto:reservations.hikandooma@ihg.com).

### **What baby items do you have available at the resort?**

Baby cots and high chairs.

### **Do the public washrooms have baby changing stations?**

Baby changing stations are not available in the public washrooms at our outlets.

### **What is the minimal age for children to be allowed into the Kids Club?**

We allow children from 4 years and above. Parents are required to sign in and out when dropping their children and taking them back. Children under 4 years will require babysitting services with additional cost.

### **Kids Stay and Eat Free Program at the Holiday Inn Resort Kandooma Maldives**

Families can benefit from the “Kids Stay and Eat Free” program where we offer the following benefits for families travelling with two kids below the age of 12:

- Complimentary stay for two children below 12 if they share existing bedding in the same villa as two adults.
- Four children below the age of 12 can dine complimentary from the Kids Corner at the Kandooma Café. Children must be accompanied by a paying adult during all meals.
- Four children below the age of 12 can dine complimentary from the Kids Menu (only) at the a la carte restaurants. Children must be accompanied by a paying adult during all meals.