



In preparation of a post-pandemic climate in travel, diving and socialising, here are Solitude's response to ensuring that we further enhance our standards of operation and introduce a few new interim operational procedures to ensure we safeguard the well-being of our guests, crew and staff alike.

Reservations

- Until further notice, we are suspending “open-to-share” individual bookings acceptance. Single supplement (room/cabin for one person only) remains available for bookings. Interested enquiries that are not enquiring for twin, double, triple or quad sharing cabin/room are encouraged to share only with individual(s) whom they are familiar with.

Embarkation or Resort Check-In

- Body temperature of each guest will be checked during the first point of meeting (i.e. airport or hotel). If the guest has a temperature (37.8 C+) with or without showing other signs of COV-19 related symptoms, we will check again with a different measuring device. If the temperature is consistently higher than 37.8C, we will bring the guest to the closest medical facility (e.g airport infirmary or designated medical clinic) to consult with local authorities for their attention and actions.

All international arriving guests are encouraged to at least 1 day earlier than the start of their cruise or resort stay.

- Check-In process involving physical paperwork will be minimised. Unless absolutely required due to local authority tourist registration requirement, all forms required will be digitally exchanged.

Boat, Diving & Meals

- Serving and guests' eating utensils and crockeries will be heat treated prior to guests use. Guests will be encouraged to bring their own eating utensils (added to our Know-Before-You-Go documents)
- Meal time will be staggered and will be in the form of *Table D'hote* or *Sit-Down Buffet* (Both for full-board inclusive packages), or Ala-carte service. For Sit-Down Buffet, guests will choose as often as they like from the prepared buffet menu that will be inside the kitchen. The staff will then plate the food and served to the guests.
- Table and/or sitting arrangements will be organized in the manner to observe safe distancing. Resort guests will have the additional option to dine in their room.
- All rental regulators, masks and snorkels that have been requested for rent will be treated with disinfectant and rinsed thoroughly just before handing over to guests so that they can witness the sanitization.
- New mouthpieces will be available for purchase if requested.
- Staggering dive groups to avoid crowding on dive deck and for dive briefings.

Beyond Our Own Usual Practice

- All crew will be required to wear protective facemasks. All guests are recommended to also observe the responsibility of wearing a protective facemask whenever necessary especially while interacting with others. Protective facemasks will be available to all guests if required.
- All guest and high traffic spaces will have cleaning and disinfecting performed with increased frequency
- Hand sanitizers and/or sanitizing wipes will be provided in all guest rooms/cabins and also all high traffic areas
- Guest rooms/cabins will be completely cleaned and sanitized prior to new guest moving in
- Besides in-house guests, all visitation to our liveboards & resorts will strictly be on a need-to basis (e.g deliveries, contractors, inspectors etc.) and whenever possible, guest areas are avoided by these visitations

Our Communicable Disease Emergency Response Procedure

- If fever or any other known communicable disease symptoms are reported on board
 - Step 1 : Isolation
 - Step 2 : Body Temperature taking and logging. For accuracy, 3 different forms of thermometer will be used.

- Step 3 : If he/she is not showing any worsening symptoms, continue with step 2 while allowing the person to self-medicate if he/she chooses. If he/she is/has informed or the symptoms are visibly worsening, advice from a Medical authority will be followed which may include emergency evacuation
- Medical authority will be contacted for consultation, if one is not available in person, consultation will be made over voice and/or video communications.
- All meals will be delivered and eaten in quarantine area.
- If instructed by the relevant authorities, every individual in the resort or liveaboard will be put through a quarantine process. Solitude will first ensure that safety and comfort of everyone's well-being will be the top priority during this process.

Final Note

- All guests must acknowledge that in the unlikely event of an emergency he/she must accept that any assistance will require any individual to be in close proximity or even touching when rendering first aid or rescue, including CPR.
- It is obvious that social distancing endeavours may be hard to practise, especially on a liveaboard or a dive skiff. All enquiries will be informed of our limitations and if they must assurance of being able to avoid close proximity to any other people, especially guests; we will provide the option and rates of chartering the whole liveaboard or the dive skiff for themselves.
- All guests must undertake their own responsibility to acquire the best possible travel and medical insurance that will suitably cover their needs including cancellation/curtailment of their holidays due to any pandemic and other force majeure events.
- As signs and symptoms of cold and flu manifestation are common especially during a diving holiday, we ultimately rely on the responsibility of everyone to protect and care for themselves against falling sick. That responsibility also includes to safeguarding others around him/her as we all have different levels of body immune system. This trust in one another to uphold the responsibility has always existed, especially for scuba divers because we trust one another to be in sound health and mind participate in scuba and sea sport activities.