

Mobility Impairment FAQ's

Is there a lift and support at the international airport?

Yes there is and it can be organised through Maldivian Airport Company Ltd (MACL).

How will I be transported from the international airport to the seaplane terminal?

Wheelchair-accessible vans are available via MAPD organisation, based in Male with prior notice.

Is it possible to use a seaplane?

Depending upon your needs, an evacuation chair can be used. However, the seaplane door and aisle are very narrow. Unfortunately we cannot request the landing location of the seaplanes as it depends upon the weather and sea conditions, so although a beach landing is preferred, it may land on a small floating platform. We are hoping to receive permission from the authorities to install a seaplane landing platform attached to our jetty.

When I land at the resort, what will the process be?

Getting on and off boats are tide and weather-dependant. Some manual lifting will be required if you have a physical disability.

Are you a completely accessible resort?

We are not barrier-free yet, however, have made large improvements, including training and educating our team, as well as our attitude towards inclusion. We are committed to continuing to remove barriers.

How do I get around the resort?

This depends upon your individual requirements. Some of our guests have used their own mobility scooters or added drive wheels to their wheelchairs. There are some parts of the paths where the sand is too soft for wheels. We will highlight these areas to you when you arrive. We can also arrange a golf buggy to take you around the island.

Are your villas equipped for guests with disabilities?

All our properties except the Treetop Villas and our Residences are on the ground floor with step-free access, walk-in showers, phones for the hearing-impaired and other amenities. Please ask us for more details. We can also provide a bed lift and lift for swimming pools upon request. (available November 2022)

What equipment do you have on site to support my needs?

Evacuation wheelchairs, beach wheelchair, swimming wheelchair, shower chairs, accessible toilets in public areas, adaptations for the hearing-impaired. We are in the process of ordering a bed lift and pool lift.

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Do you have accessible public toilets?

Yes, adjacent to all our restaurants and bars, except for at Feeling Koi/the second storey Sunset Bar, where we are installing an accessible men's bathroom.

Do you have an accessibility fact sheet?

Yes, it's on our website.

Is it possible to use my electric wheelchair throughout the resort?

Yes, as long as it has an adaptation for sandy flat terrain. Guests should bring their own chair and we can arrange delivery via our domestic flight operator, Manta Airways.

Are all the restaurants accessible? If not, which ones will I require manual lifting to access?

All of our restaurants are accessible. However, The Sunset Bar is only accessed via multiple stairs. Our breakfast buffet height is standard and we can support you in selecting your food from the buffet.

Which activities can I safely participate in?

This depends upon your individual needs and we can discuss this with you.

Do you have accessible transport on the island?

We have buggies, which may meet your needs, and we are looking to order fully accessible vehicles in the future.

Do you have a beach and or swimming wheelchairs?

Yes, they are complimentary.