



INCLUSIVE TRAVEL AT *Amilla Maldives*

Our aim is to work towards better accessibility and reduce barriers when travelling to the Maldives. It is our belief that we can instigate positive change within the Maldives that will flow on to airlines, local airports, and (we hope, one day) into legislation as well. We adhere to Inlucare's Charter of Best Practice and collaborate closely with their team of UK-based specialists on accessible travel.

As the world's first Inlucare-certified resort, we are committed to retaining this level of excellence and to improving accessibility each year with support, training, auditing from their hotel and resort arm, [Inlutel](#).

PRE-ARRIVAL

You can either indicate on your guest preference form or contact stay@amilla.com, if you would like us to contact you before your arrival so that we can serve you better. This will allow us to understand what level and areas of support are needed.

ARRIVAL PROCESS

Velana International Airport

- Velana International Airport has several facilities for guests with physical restrictions and vision-impaired travellers. There is no air bridge, so passengers disembark the planes via boarding stairs and then take a short walk across the open tarmac.
- Those with physical restrictions may request the use of a wheelchair lift from their airline to exit the plane. The rest of the international airport is on one level (ground floor).
- Visually impaired passengers may wish to request a member of staff to assist them with disembarking the plane via the boarding stairs and escorting them across the tarmac to the Immigration building.

AT THE AIRPORT

After exiting Immigration, an Amilla airport representative will be waiting to meet you with a sign bearing your name. If you are visually impaired and need assistance in locating this representative, please inform us and we will coordinate with the airport team to ensure you are assisted with locating the greeter.

- Those who are hearing-impaired may be interested to know that flight arrivals and departures are streamed live on screens at the airport. There is also an airport information desk.
- There are accessible toilets at the international airport, domestic airport, CIP (VIP Lounge) and seaplane terminal.
- Accessible vehicles are available to book and may be required between the international airport and the seaplane terminal. This requires advance booking at <http://www.mapdmv.org/> +9607709181 or +9607959181, email at admin@mapdmv.org
- Domestic transfers between Velana International Airport and Dharavandhoo Airport in Baa Atoll is a 30 minute flight, followed by a 10 minute speedboat transfer to Amilla. Transfer to and from the boat will be from a stable platform.
- Dharavandhoo Domestic airport does not have a wheelchair lift. Flights are accessed via stairs. If you require assistance with boarding we will advise the airline at the time of booking.
- Seaplane flights are just 35 minutes, sometimes flying directly to the resort but often passengers are dropped off on a small floating platform adjacent to the island, which creates inherent challenges and could be uncomfortable due to the motion of the sea. Our boat crew will be there to receive you and assist in any transfer that you consent to.
- Seaplanes are small and restricted in terms of space, with just three small seats in each row, no space to stand up straight and a very narrow aisle that is not wide enough for wheelchairs and buggies to be wheeled down.
- An Evacuation Chair is available for our guests to embark and disembark from seaplanes or domestic flights. We are also working on getting approval for a pontoon with a gantry linked directly to the resort jetty.

ISLAND TRANSFER

After your domestic or seaplane flight from the international airport, it's just a short 10 minute speedboat ride to Amilla Maldives.

- The resort team assists all guests with getting on and off the speedboat. This involves stepping up and onto the side of the boat. If necessary, our team members manually lift guests and use the evacuation chair or sling.
- All the paths at Amilla consist of white sand even though there are no hills or inclines to navigate.
- We have beach wheelchairs which are perfect for moving around our sandy island. Some guests with restrictions may bring their own mobility scooters or wheelchair attachments that can work well in most areas.
- There is a certain amount of ambient lighting, but we also provide torches in all our accommodation to help illuminate the paths.
- You can ask your Katheeb for a pick-up and drop-off in a buggy when you're out and about.

RESTAURANTS

All our restaurants are located on the ground-floor. In some cases, there may be a couple of steps at the entrance to the indoor areas, but all our dining venues also have al fresco dining areas with no steps.

- Chill'd – Tables on the ground floor and ramp on the side, plus outdoor seating.
- Barolo – Tables on the ground floor and ramp at the entrance, plus outdoor seating.
- East - Tables on the ground floor and ramp at the entrance, plus outdoor seating.
- Fresh - Tables on the ground floor and ramp at the entrance, plus outdoor seating.
- Baa Bar – Tables on the ground floor and ramp on the side, plus outdoor seating.
- Baazaar restroom area – Ramp at entrance
- Feeling Koi – Easy ground floor access.
- Sunset Bar – Stairway access – not accessible with a wheelchair.
- Feeling Koi restroom area – Ramp at the entrance.
- Emperor Beach Club – Tables on the ground floor and ramp at the entrance, plus outdoor seating.
- EBC restroom area – Easy access.

VILLAS AND RESIDENCES

We do not have rooms created specifically for guests with restrictions, however many of our villas and residences have accessible features.

- With sufficient notice, we can organise a bed lift and lift for pool access.
- All villas, except for the Treetop Pool Villas, are on ground floor level, for easy access. We can add ramps where required.
- The showers (indoor and outdoor) have a small step, in which a ramp is placed prior to your arrival; however, the bathtubs and private pools are not easily accessible.
- Shower seats are available upon request.
- The residences are two-story, with stairs accessing the upper level. All residences also feature ground floor bedrooms.
- Our villas and residences are extremely spacious, making it easy to move around with a wheelchair.
- The phones in villas have flashing lights at the same time it rings, for the hearing impaired to be reached.
- Fire alarms are equipped with flashing lights. If you are a heavy sleeper, with your consent, we can organise a member of our security team to wake you up in case of an emergency.
- The smart TVs inside all villas and residences have subtitles and other accessible functions. Please let us know if you'd like us to set up these features for you.
- We are working on installing pool lifts and lifting poles for easy independent movement in and out of bed.

RECEPTION

- We can provide a ramp for easy access to the reception desk area. Any additional requests and services can be taken care of by your Katheeb(a)

MAIN POOL

- There is a ramp to access the pool deck on one side.
- Additional access points are via steps from the middle of the pool deck.
- A floating wheelchair is available for use.

BEACH

- We are happy to provide a beach wheelchair and swimming wheelchair for your enjoyment of our white sandy beaches and azure waters.



SPA

- Ramp at entrance to spa reception.
- Dedicated spa treatment pod with a ramp at the entrance.
- Wellness area – ramp at entrance, however access with a wheelchair to steam room and sauna may be difficult.
- Gym – there is a ramp at the entrance to both the cardio and strength studios. Our outdoor sustainable jungle gym is accessible over sand.
- There is ramp access available to the movement pavilion

EXCURSIONS AND ACTIVITIES

- If you are happy for us to assist you in getting on and off boats, you're welcome to try our range of excursions which include sunset cruises and fishing. Please note, however, that the toilet on the boat is not accessible. There is a ramp on the main marina near our delivery dock, making access to dhonis (wooden boats) somewhat more practical.
- Wheelchair users would require manual lifting with a sling to board and disembark from excursion boats.
- Our team of professional scuba divers at Dive Butler have experience working with divers with several restrictions. The dive centre has easy access. We can arrange a chat with the instructors if you have any questions.
- Snorkelling excursions are available with a dedicated guide. We provide floating gear and recommend exploring the marine life on our extensive house reef.
- Snorkelling or diving with a Seabob is an option for some guests.

KIDS' CLUB AND RETAIL BOUTIQUE

- The Kids' Club has a ramp at the entrance to the building and a range of activities for all accessibility restrictions.
- Recreation area and Art Studio – easy access.
- Retail Shop and Jewellery Shop - ramp at the entrance.
- Shutter Fish Studio - ramp at entrance

INCLUSIVE TRAVEL FAQ

- What percentage of your team have received training from Inlucare on how to assist guests with restrictions?
The majority of our front of house team was trained in August 2022.

- What standards are you working towards?

We are working closely with Inlucare in the UK and strive to be transparent on what we can offer, how we have reduced some barriers and are working towards better understanding your individual needs.

- How often are you audited?

Our first audit was in August 2022. Audits will be completed annually.

- Who is setting your standards?

Inclu-Tel in the United Kingdom, the inclusive hospitality branch of Inlucare.

- When will Amilla be fully compliant?

We are on a journey and are actively working with airlines, local government and airports to greatly improve the experience. We aim to improve the end to end experience, before you arrive and after you depart from Amilla.

- What medical support is on island or nearby?

We have a resident doctor at Amilla. We are 20 minutes by speedboat to Eydhafushi hospital, the nearest medical facility. It is suitable for emergencies, though is a small island medical facility with limited resources.

MOBILITY IMPAIRMENT FAQ

- Is there a lift and support at the international airport?

Yes there is and it can be organised through Maldives Airports 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 Malé with prior notice.

- Is it possible to use a seaplane?

Depending on your needs, an evacuation chair can be used upon arrival to Amilla to get you off the seaplane. However, the seaplane door and aisle are very narrow. The landing location of the seaplanes depends upon the weather and sea conditions, so although a beach landing is preferred due to reduced ocean movement, it may land on a small floating platform. It is also possible to use a domestic transfer if you would prefer space and a concrete transfer on and off the plane.

- 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 restriction.

- Are you a completely accessible resort?

We are not completely barrier-free, however, we have made large improvements, including training and educating our team, as well as our attitude towards inclusion. We are committed to learn and to continue to remove barriers. We appreciate any feedback to further our inclusion journey

- How do I get around the resort?

This depends upon your requirements. Some of our guests have used their mobility scooters or added drive wheels to their wheelchairs. There are some areas of the pathways 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 restrictions?

Some villas have been prepared with tools and fixtures to reduce barriers and make travel easier.

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

Evacuation wheelchairs, beach wheelchair, swimming wheelchair, shower chairs and accessible toilets in public areas. We are in the process of installing a lifting pole for the bed and pool lift.

- Do you have accessible public toilets?

Yes, near Feeling Koi and Baazaar.

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

Yes, as long as it has an adaptation for sandy flat terrain. We request guests to bring their own chair and we can arrange delivery via our domestic flight operator, Manta Air.

- Are all the restaurants accessible? If not, which ones require manual lifting?

All of our restaurants are accessible. However, Sunset Bar is only accessible via a staircase. Daily breakfast buffet height is standard and we can assist you to select your food from the buffet.

- Which activities can I safely participate in?

This depends upon your individual needs and we can discuss options that you may be comfortable with.

- Do you have accessible transport on the island?

We have golf buggies, which are accessible depending on your restriction.

- Do you have a beach and or swimming wheelchairs?

Yes, they are complimentary.

HEARING IMPAIRMENTS FAQ

- Do you have a British/American Sign language person on site?

Not at this stage but we are looking at setting up an online support system.

- Do you have light activated fire alarms?

Yes.

- How will you contact me if I am in need?

We can call the in villa telephone, which has a light flash feature when it rings. Your Katheeb will also take your contact number at the beginning of your stay to contact you if needed. Wifi is available in all guest areas, so we are only a ring away.

- Do your doorbells have light activation?

No they do not but we will call your phone with light activation to advise you when we are at the door.

- Which activities are you ready to offer in a safe manner?

We can offer many activities tailored to you and we will try our best to work with your individual needs to ensure that your stay with us is enjoyable and safe. Diving and snorkeling, for example, with our trained instructors.

VISUAL IMPAIRMENTS FAQ

- Do you have braille menus?

No. At the present moment we can only read out loud to you, however it is in one of our goals to overcome this. We will be briefing our F&B staff before your arrival to ensure your dining experience is clear and smooth. Our menus are available on our website if you would like to browse before you arrive with your own assistance.

- What experiences can I participate in?

There are many experiences that you can participate in. Our Inlucare-trained team will assist us in designing inclusive experiences for you.

HIDDEN DISABILITIES SUNFLOWER FAQ

- We understand that a hidden disability is not immediately apparent. If you would like support or advice from Amilla, please contact us in advance with your questions via guestexperience@amilla.com.

- Our team is part of the Hidden Disabilities Sunflower initiative. If we see a sunflower, we will be of assistance and be patient and understanding to any of your requests.

- Do you or your family require a storyboard to assist with a smoother travel experience?

This is something we can assist with and can discuss prior to your arrival.

- Do you have quiet zones?

Amilla is a large island with only 67 villas and residences and plenty of quiet and calm spaces.