

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



MINISTRY OF TOURISM, ARTS & CULTURE
REPUBLIC OF MALDIVES

C I R C U L A R

Circular No: 88-QM/CIR/2010/07
Date: 28th March 2010
To: Tourist Resorts/ Hotels/ Tourist Vessels/ Picnic Islands/ & Marinas
Subject: **Tourist Safety and Security**

Dear Sir/Madam,

Greetings!

We are pleased to inform you that this year commenced with a very positive outlook on tourism industry in terms of tourist arrivals. Monthly arrivals in January and February recorded highest number of arrivals since the inception of tourism in the Maldives. The arrival data shows a shift in the tourist profile. While the traditional markets are also recording positive growth, the growth percentage in our "new markets" is overwhelming. In February, the highest tourist generating market was China. This requires some important adjustments in service delivery to cater our "new tourists". A key component is to provide information both verbal and written especially on issues related to safety and security of tourists.

We are very much concerned with some of the tourist accidents in recent months while participating in marine sports activities. Hence, we urge all the service providers to acknowledge the changes in the profile of our guests and introduce additional measures to ensure safety of our guests. In this respect, we have compiled a list of suggestive measures that we believe might lessen accidents. Please note that this is not an exhaustive list.

As we all agree, we are facing with stiff competition from destinations near and far, and we need to spread positive messages about our destination and we should not let any negativity be associated with our destination at a time of recovery.

Thanking you for your support and tireless effort to maintain our image as a safe and secure destination.

Yours sincerely,

Moosa Zameer Hassan
Assistant Director



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SAFETY GUIDELINES WHEN UNDEERTAKING RECREATIONAL ACTIVITES

Briefing session:

- Briefing shall be given by staff who could converse in languages of your major markets.
- Provision of information about safety and security of guests in guest room and these should be in various languages.
- Provide information about the ocean dynamics of our islands.

Signage and Notices:

- Use signage and warning notices where appropriate for easy viewing and in common areas in native languages of visitors as far as possible.

Snorkeling and swimming:

- Establish a mechanism to ensure safety and security of snorkelers and swimmers
- Brief all participants about the deep areas in the island lagoon, currents, tides, reef patterns, entry and exit points. Use sketches/photos of the planned snorkeling site to illustrate.
- Advise participants of good breathing habits and relaxation techniques if tired.
- Warn participants of risks involved, such as swimming against current and others, if any.
- Provide basic snorkeling lessons to new snorkelers.
- Provide adequate and appropriate snorkeling equipments to all participants.
- Provide snorkeling vests and whistles to all participants and remind them to blow the whistle in case of distress.
- Send a boat/dinghy with trained life guards or crew to monitor the activities of the participants if guests require to swim far to reach the house reef.
- Issue strict instructions to boat/dinghy crew, to stay alert, maintain visual guard and assist immediately if any sign of distress is noticed from any of the participants. Pay special attention to participants with medical conditions.
- Issue strict instructions to boat/dinghy crew, to count the number of participants between close intervals, to ensure that no participant is missing.
- Post lists of emergency telephone numbers including medical facilities, Coast Guard, Fire and Ministry of Tourism, Arts & Culture, at several easily accessible locations of the vessel.

Diving:

- Strictly follow the Maldivian Recreational Diving Regulation.

Others:

- Display the signage of "do's and don'ts" near the swimming pool and other swimming areas
- Display the depth of swimming pool
- Recommend to station life guards near the swimming pool and water sports centre.
- Make necessary arrangements to evacuate patients in a speedy manner.
- Establish a neighborhood watch program with nearby resorts and inhabited islands.