

 **CENTARA**
GRAND
ISLAND RESORT & SPA
MALDIVES

RESERVATION CENTRE • T : +960 400 9999 • E : cirm@chr.co.th
For more information and contact details, please visit:
centarahotelsresorts.com

A very warm welcome to Centara Grand Island Resort & Spa, Maldives!

Thank you for choosing your stay with us. On behalf of the entire team, I would like to express our excitement to showcase our famous Thai style hospitality in Centara Hotels and Resort's premier Maldives resort.

The services of our Spa Cenvaree are on hand to rejuvenate tired muscles and relax mind and body. Please note we recommend 24hour advanced reservation as essential to ensure the availability of your preferred booking time. Please contact Spa Reception directly during its operating hours from 09:00 hrs. – 21:00 hrs.

Centara Grand Island boast some of the finest diving and snorkelling opportunities in the region. Our "Best Dive" water sports and diving facilities can help you get into the water whether you are a beginner or qualified diver.

Please be advised, we carry out regular Mosquito Fumigation around our gardens in order to combat any potential mosquito growth around the resort. This process will be carried out at dawn and just before dusk. During this process we advise you to keep all your windows closed.

Our Guest Relations team are on hand to assist in any way possible. Please do not hesitate to contact any of the Management Team Members where needed or visit the Guest Relations team at the over-water reception. More information on the resort's facilities can also be found in the Guest Service Directory in this room.

A very special welcome to our **Centara – The1 Card members!** For guests who are yet to enroll and enjoy the benefits associated with membership, please visit www.centara1card.com. Enroll today and your stay with us could earn you points towards a free stay at any Centara Hotels & Resorts property, along with exclusive benefits, upgrades and more."

Our team of dedicated industry professionals eagerly awaits their chance to make your stay enjoyable and memorable.

Managing the resort with me are key members such as:

- ❖ Manop, Hotel Manager
- ❖ Shekhar, Front Office Manager
- ❖ Saleem, Food and Beverage Manager
- ❖ Steven, Executive Chef
- ❖ Alok, Executive Housekeeper
- ❖ Nappe, Chief Engineer
- ❖ Kiotte, Quality and Training Manager
- ❖ Ju, Financial Controller
- ❖ Dagma, Water Sports and Dive Centre Manager
- ❖ Shareef, IT Manager
- ❖ Cecile, Spa Manager
- ❖ Meezad, Reservations Manager

Please feel free to reach out to any of us where you need extra assistance. We wish you an enjoyable and very memorable visit.


Riaan Sinclair Drever
General Manager

The resort is a perfect match for honeymooners, families and groups on incentives trips, and has a reputation for hosting renewal of vows on its idyllic sandy beach surrounded by lazy palms and sparkling azure waters.

ACCOMMODATION

The resort accommodation features 112 beachfront suites and overwater villas ranging in size from 86 to 159 square metres. All **Beach Suites** offer duplex accommodation designed in soothing colours while each **Luxury Beachfront Pool Villa**, situated just steps away from the lagoon, delivers ultimate comfort with a private pool and the choice of one or two bedrooms. All overwater villas have steps down to the lagoon and are surrounded by the resort's house reef. The **Deluxe Family Water Villas** are unique in the Maldives and are designed for children's comfort and safety with bunk beds for two children in a separate area, plus PlayStation 4 with games and a safety lock to the terrace. Ideally positioned to enjoy the stunning Indian Ocean sunsets, the **Sunset Ocean Pool Villas** have a plunge pool on the deck looking out across the ocean and guests will enjoy exclusive access to The Club.

FACILITIES AND SERVICES

A variety of facilities awaits adults and younger guests, and the latter will enjoy a children's pool and the Kids' Club with supervised Camp Safari for the youngsters and E-Zone entertainment zone for those in their teens. The infinity swimming pool offers sunbathing and relaxation, while SPA Cenvaree is the place for indulgence and pampering with a choice of massages and therapeutic treatments designed to rejuvenate. Other recreational facilities include a fitness centre, a multipurpose court for various sports including tennis, volleyball and badminton, and a PADI Dive Centre. Guests who wish to venture out of the resort are spoilt for choice with a selection of half and full-day excursions, such as sunset fishing, sunset cruises, whale shark snorkeling, parasailing, deep sea fishing, manta snorkeling, semi-submarine trips and the local island discovery tour. The Club Lounge is designed as an exclusive venue for our Club guests, featuring a separate swimming pool and dining venue, dedicated service and private check-in and checkout. **Should you wish to upgrade to The Club please feel free to visit the team either at Reception or at The Club, they will assist with benefit and cost details.** Also the resort can arrange a small cocktail reception at the library.

RESTAURANTS AND BARS

With 6 restaurants and bars the resort offers a myriad of dining experiences. **Reef** is an all-day dining restaurant offering buffets that showcase the world's greatest cuisines together with a series of live cooking stations where chefs rustle up fresh dishes in a display of culinary theatre. Overlooking the lotus pond, **Suan Bua** specialises in authentic Thai cuisine served with a contemporary twist, while **Azzuri Mare**, set over the sparkling lagoon, focuses on Italian cuisine and succulent fresh seafood complemented with fine wines. The resort's overwater bars, **Aqua** and **Coral Bar & Lounge**, are perfect for relaxing at any time of the day.

In-villa dining serves a selection of international dishes and snacks. Please note In Villa Dining is not part of the Ultimate Inclusive Plan.

THE ULTIMATE ALL-INCLUSIVE PLAN

The Ultimate All-Inclusive Plan delivers an unrivalled carefree holiday experience and includes assistance with airport transfers, complimentary wireless internet access, sumptuous champagne breakfasts, a choice of 3 dining venues for lunch and dinner, beverages served throughout the day at our 2 bars, water sports and water activities, 5 excursions, and health and well-being services including a daily \$100.00 credit to redeem at SPA Cenvaree. Diving is now included too and guests can enjoy up to three dives per villa per week as an alternative to spa treatments. Diving license earned prior to arrival is required and over the age of 18 years.

RESORT MAP



Safe Snorkel Area



Snorkeling not
Permitted in this
area due to boat
movements



Restaurants & Bar

1. Reef Restaurant

- ❖ Breakfast: 07:00 Hrs – 10:30 Hrs
- ❖ Lunch: 12:00 Hrs – 14:30 Hrs
- ❖ Dinner: 19:00 Hrs to 22:00 Hrs

2. Coral Bar

- ❖ 10:00 Hrs – 24:00 Hrs

3. Suan Bua Thai Restaurant

- ❖ Lunch: 12:00 Hrs – 14:30 Hrs
- ❖ Dinner: 19:00 Hrs – 22:00 Hrs

4. Azzuri Mare Italian Restaurant

- ❖ Lunch: 12:00 Hrs – 14:30 Hrs
- ❖ Dinner: 19:00 Hrs – 22:00 Hrs

5. Reception Lounge & Aqua Bar

- ❖ Reception: 24 Hrs
- ❖ Aqua Bar: 10:00 Hrs to 24:00 Hrs

Facilities & Services

6. The Club
7. Clinic
8. Chill Lounge
9. Watersports Centre
10. SPA Cenvaree
11. Tennis Court
12. Camp Safari (Kids Club)
13. Something to Remember by Centara (Boutique)
14. E-Zone (Game Area)
15. Main Pool
16. Service Jetty
17. Diving Centre & Gym
18. Ship Wreck

Accommodation

19. Luxury Beach Pool Villas (1-8)
20. Deluxe Family Water Villas (9-18)
21. Beach Suites (19-46)
22. Ocean Water Villas (47-52)
23. Sunset Ocean Pool Villas (53-72)
24. Ocean Water Villas (73-80)
25. Deluxe Water Villas (81-98)
26. Beach Suites (99-112)



We are proudly **EarthCheck Gold Certified**.

www.earthcheck.org

This booklet will be available on email as we try to reduce paper.

Please visit our Earth Care Board close to Camp Safari to see our Team's commitment and some wonderful ideas of how you too can save our planet.

If you with us during Full Moon then come join our Earth Hour Activity.



FOOD AND BEVERAGE

VENUE	TYPE OF CUISINE	CAPACITY (SEATS)	OPENING HOURS	LOCATION
Reef	International buffets	209	07:00 – 10:30 / 12:00 – 14:30 / 19:00 – 22:00	By the main pool
Suan Bua	Thai cuisine	64	12:00 – 14:30 / 19:00 – 22:00	Resort's garden
Azzuri Mare	Italian and seafood	58	12:00 – 14:30 / 19:00 – 22:00	By the arrival pavilion
Coral Bar & Lounge	Cocktails, refreshments and snacks	110	10:00 – 24:00	By the main pool
Aqua	Cocktails, refreshments and snacks	63	10:00 – 24:00	Arrival pavilion
The Club	À la carte breakfast, light lunch and exclusive five-course chef's menu for dinner	30	07:00 – 23:00	Beachside
In-Villa Dining	International cuisine	-	24 hours	Available in all suites and villas

DRESS CODE

Wet swim wear, sleep wear, wet towels, bath robes are NOT allowed in the restaurant dining areas. We manage a resort casual code however please consider other guests. Shoes are required for all outlets due to health / safety regulations such as broken glass which might cut your feet so we recommend flip flops or some shoe to cover your feet.

AFTERNOON TEA

Served each day at our Library located at Coral bar from 15:30 Hrs – 16:30 Hrs

CAMP SAFARI KID'S CLUB

Open daily from 10:00 Hrs – 12:00 Hrs & 14:00 Hrs – 20:00 Hrs. Complimentary for children aged 4 to 9. The Camp Safari team offers a daily changing schedule of fun, creative and educational activities.

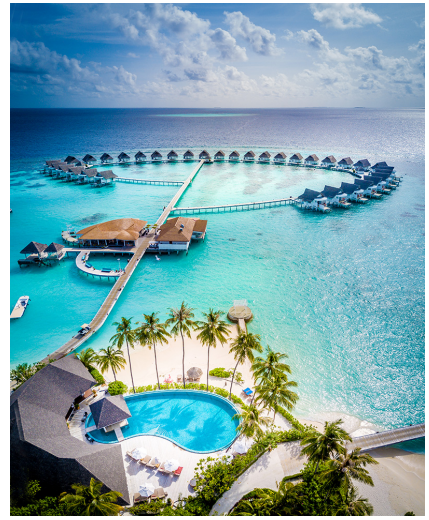
Chargeable babysitting service is available for children under 4 years of age and outside of the Club operating hours. Please contact the Kids Club to register.

E-ZONE located above the Coral Bar and provides separate game rooms for teenagers (above aged 9) and adults alike.

SPA CENVAREE

Open from 09:00 Hrs – 21:00 Hrs. Your Ultimate All Inclusive plan includes a daily credit of \$100.00 per adult towards your selection of treatments. 24-hours advanced reservation is recommended to ensure the availability of your preferred booking time.

**Please note that credit is non-refundable, non-cumulative and not transferable. Additionally, Ultimate All Inclusive benefits cannot be combined with any other on-going promotions.



WAYS TO REACH THE RESORT

We have 2 options for arrival, either by Sea Plane managed by TMA or by Domestic managed by Villa Air (FlyMe)

Sea Plane transfers are done from Male airport by 25 minute flight landing either at our lagoon or a close by lagoon where we will then collect you by boat from the platform. Sea plane transfers are only done during day light hours.

Domestic flight + Speedboat transfers are done from Male to Villa Airport Maamigili and is available for guest arriving during day and night. Maamigili is located in South Ari Atoll with a 20 minutes flight following a 30 minute boat transfer.

Seaplane and Flyme Baggage allowance is 25kgs per person including hand luggage. The Carrier reserves the right to charge for excess baggage directly from the passengers.

Please take note that these flight schedules are managed by the airline and shared to the resort the night before travel.

LOOKING FOR SOMETHING TO READ WHILE VISITING?

We introduced **Press-Reader**, a digital newspaper and magazine service with complimentary access to more than 2,000 local, regional and international publications.

The service offer guests more value in an environmentally friendly and sustainable way.

To use the service, you must first connect to the resort Wi-Fi using your Laptop, Tablet or Smart-phone, then go to pressReader.com or download the free Press-Reader application by scanning the below QR code.

Choose the desired language and publication then enjoy reading. Otherwise feel free to take some books from our Library by Coral Bar



TOP 20 THINGS NOT TO BE MISSED

1. Private Dinner at our Finolhu Island *
2. Sunset Fishing
3. Manta Snorkeling *
4. Treat On your Retreat at Spa Cenvaree *
5. Jaafai Kolhu (Maldivian Ancestral Dinner) *
6. Parasailing *
7. Private Beach Dinner Under the Stars *
8. Sunset Tranquility at SPA Cenvaree *
9. Semi Submarine *
10. Mr.& Mrs. Honeymoon *
11. Cinema on the beach *
12. Whale Shark snorkeling
13. Sunset Cruise
14. Photoshoot *
15. Cooking Class *
16. Local Island Excursion
17. Beach Barbecue Dinner *
18. Picnic Lunch at Finolhu *
19. Private Cinema Dinner *
20. MV Kudhima Wreck Dive *



Please feel free to contact our Reservations or Guest Relations Team for more information on these exciting offerings. They will be able to assist with bookings, information and pricing details.

* Please note charges apply as not part of the Ultimate Inclusive Package.

ACCOMMODATION

VILLA FACTS AT A GLANCE							IN-VILLA FEATURES														
VILLA TYPE		Number of villas	Villa size (m ²)	Balcony size (m ²)	Pool size (m ²)	Total living space (m ²)	Jacuzzi	Maximum occupancy (AD + CH)	Extra bed / day bed capability	Individually controlled air-conditioning	Bathtub	Separate shower	Mimibar	Coffee machine / tea and coffee making facilities	In-villa safe	Hairdryer	Satellite TV	DVD player	Complimentary wireless internet access	Separate living area	
Beach Suite	King	42	76	11	-	87		3AD or 2AD + 2CH	•	•		•	•	•	•	•	•	•	•	•	•
Deluxe Water Villa	King	18	50	36	-	86	•	3AD or 2AD + 1CH	•	•	•	•	•	•	•	•	•	•	•	•	•
Deluxe Family Water Villa	King + Bunk beds	10	59	34	-	93	•	3AD or 2AD + 2CH	•	•	•	•	•	•	•	•	•	•	•	•	•
Ocean Water Villa	King	14	79	27	-	106		3AD or 2AD + 1CH	•	•	•	•	•	•	•	•	•	•	•	•	•
Luxury Beachfront Pool Villa One Bedroom	King	4	114	23	22	159		2AD		•	•	•	•	•	•	•	•	•	•	•	•
Luxury Beachfront Pool Villa Two Bedroom	King + Twin	4	114	23	22	159		4AD or 3AD + 2CH or 2AD + 3CH	•	•	•	•	•	•	•	•	•	•	•	•	•
Sunset Ocean Pool Villa	King	20	79	23	12	114		3AD or 2AD + 1CH	•	•	•	•	•	•	•	•	•	•	•	•	•

Please contact our Guest Relations Team should you wish to upgrade to another category or should you wish to book your next visit with us.



FREQUENTLY ASKED QUESTIONS AND THEIR ANSWERS

What are the general timing of my Ultimate All-Inclusive Excursions?

A: Feel free to check our daily activity schedule for all planned offerings. Excursions under the Ultimate All-Inclusive durations timing are:

- ❖ Local Island Discovery every Tues, Thurs, Sat and Sun at 09:30 Hrs. – 12:30 Hrs.
- ❖ Sunset Cruise every Mon, Wed, Fri, Sat and Sun at 17:00 Hrs. – 19:00 Hrs.
- ❖ Whale Shark Snorkeling – Daily at 08:30 Hrs. – 12:30 Hrs.
- ❖ Snorkeling Excursion – Daily at 14:00 Hrs. – 16:00 Hrs.
- ❖ Sunset Fishing – Daily at 17:30 Hrs. – 19:30 Hrs.

Which Water Sports activities are included in my Ultimate All Inclusive Package?

A: The paddle board, SUP board and Kayak are free of charge. Catamaran and wind surfing are providing free for experienced users only. The team can do lessons for the latter, this will be on chargeable basis.

Where can we get snorkeling equipment?

A: At the Water Sports Center. Please return all equipment on the day of departure to avoid being charged.

Where is the complimentary snorkeling lessons done?

A: Every day by our Water Sports Center between 16:00 Hrs. – 16:30 Hrs.

Does the resort provide life jackets?

A: We certainly do and strongly recommend that you wear them. There has been cases of drowning in the Maldives so we wish to prevent this from happening to you or your loved ones. Snorkeling is kept to day light hours and not permitted after sunset.

A GUIDE TO REGULATIONS IN MALDIVES AND AT THE RESORT

Please help us to protect the marine environment by:

- ❖ Disposing all rubbish into bins, we provide recycle and general waste bins. Sadly we see too much wash up on the beach so wish to manage best we can by raising awareness to littering.
- ❖ Not touching, standing or trying to remove the corals. Corals are a fragile living organism and anyone seen deliberately damaging the corals can be fined up to \$600.00.
- ❖ Not touching or catching of marine life within the lagoon. Some organisms found in the reef can be harmful when provoked. Fines of up to \$400.00 can be applied.

Please respect the laws and regulations of the Maldives:

- ❖ Public nudity (including topless sunbathing) is illegal in Maldives.
- ❖ Sexual acts in public are also prohibited. A fine of up to \$500.00 will be applied to anyone found to violate these laws.
- ❖ Gambling is illegal in the Maldives and is not permitted.
- ❖ Illicit drugs attract severe penalties under the Maldivian law.
- ❖ Fishing inside the lagoon is against the Maldivian law and is ultimately prohibited. Various fish are protected and have strict laws managing their preservation.

GENERAL NOTES

For all excursions please report to the specific area at least 20 minutes prior.

Excursions are weather permitting and marine life can't be guaranteed such as Manta or Whale Sharks. Each guest has one of package excursions per stay and any extras are on chargeable basis.

For drones please note that we do not permit as the island is a family friendly resort and some bathrooms are open air so to manage guest privacy we have restricted the use.

Please do not hesitate to contact any of our Guest Relations or Reception team members either via phone or visit us at the main lobby.

Our team also has a guest service desk located at Coral bar at the following times:

- ❖ Breakfast time: 07:30 Hrs – 08:30 Hrs
- ❖ Lunch time: 13:00 Hrs – 14:00 Hrs
- ❖ Dinner time: 19:00 Hrs – 19:30 Hrs

FREQUENTLY ASKED QUESTIONS AND THEIR ANSWERS

What time is check-in and check-out?

A: Check-in time is 15:00 Hrs. and check-out time is 12:00 Hrs. As shared with all booking agents and channels, we try our utmost to give rooms as early as possible and try to allow you extra time however as the resort runs high occupancies from time to time we always recommend booking the night before or extra hours once you know your flight schedule. Villas has to be turned around for the next guests hence we have to stick to set times where we are full. Our Chill Lounge is available for guests who arrive and depart outside of these times. Shower, tea, coffee and relax facilities are available.

When and where can we book Excursions, Restaurants and Spa appointments?

A: You can book Excursions, Restaurants and Spa treatments either ahead of your arrival with the assistance of our Reservations Team or after complete check-in procedure with our Guest Relations Team. Excursions can be booked at the Reception. Restaurants booking can be done at Reception and the Restaurants as well. For Spa appointments you may book directly with the Spa

Where can I do currency exchange and which currencies do you accept?

A: You may do the currency exchange at Reception. We accept US Dollars, Australian Dollars, British Pound and Euros.

Is lunch chargeable on the departure day?

A: Your Ultimate All Inclusive package will end on your departure day at 12:00 Hrs. After check-out lunch and beverages will be chargeable. Please contact Reception for chargeable lunch and beverage voucher packages. However, if you miss lunch on the arrival day you will be entitled to lunch on departure day.

How many languages does the resort staff speak?

A: We have Chinese, Japanese, Korean, Thai, Hindi and Dhivehi speaking staff at the Front Desk. At the Restaurants we have Chinese, Thai, Dhivehi speaking staff.

How long will the seaplane take from resort to the airport?

A: 30 minutes. Please note you will receive your departure details the evening before departure as this is when we get the schedules from the flight company. We are dependent of their schedule and try our utmost to secure you the best flight options. The time when you have to be at the lobby is ahead of the flight time as we have to allow for checkout and in for the flight. Luggage tagging and then the transport to the flight. You can locate our team at counter 12 in Male International Terminal.

What about Wi-Fi and adapters?

A: The resort has complimentary Wi-Fi access. Note though we are an island and not a major city which would have fiber optic networks so the connection would not be similar to major cities. Plugs in the resort is 220 volt electrical charge, except for shaver points in bathrooms which offer 110 or 220 volt connection options. Adapters are available where needed.

Which are the best snorkeling points on the resort?

A: Around the resort we have a very good house reef. Near the Diving Center is the best location for snorkeling. Please do not hesitate to contact any of our Guest Relations or Reception team members either via phone or visit us at the main lobby.

What happens if I fall ill?

A: The resort has a clinic and doctor who is able to handle children and adults. Any major emergencies can be handled from Maamigili or Male hospitals. If you need please visit the clinic or contact our Front Desk Team.

Life should be rewarding

Start rewarding yourself today with free stays, dining and spa treatments with

CENTARA The 1



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✉ memberservices@centara1card.com
☎ +66 (0) 2769 1234 ext. 2



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Awards won recently:

- ❖ Hotel of the Year Award – 2018 Winner
- ❖ TripAdvisor Certificate of Excellence – 2018 Winner
- ❖ TripAdvisor Hall of Fame – Certificate of Excellence –2013–2017 Winner
- ❖ World Luxury Hotel Awards – Luxury Family Beach Resort, Indian Ocean Islands – 2018 and 2017 Winner

CENTARA GRAND ISLAND RESORT & SPA MALDIVES

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