



## *Guests with Disabilities at Amilla*

At Amilla, we welcome guests with disabilities and will try our utmost to ensure you have the holiday of your dreams. Due to the geography and topography of the Maldives, there may be a few challenges, but with our excellent levels of service, we'll be on hand to ensure your trip goes smoothly.

### **Airport (Velana International/Domestic Airport/Seaplane Terminal)**

- Velana International Airport has a number of facilities for physically disabled and vision impaired travellers. There are no air bridges, so passengers disembark the planes via boarding stairs then a short walk across open tarmac.
- Those with physical disabilities may request from their airline the use of the wheelchair lift to exit the plane. The rest of the international airport is on one level (ground floor).
- Visually impaired passengers may wish to request that a member of staff assists them with disembarking the plane via the boarding stairs and escorting them across the tarmac to the Immigration building.
- 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 airport staff 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 airports. There is also an airport information desk (although it does not have a hearing aid loop).
- There are accessible toilets at the international airport, domestic airport and seaplane terminal.
- If you require any additional assistance, just let us know.

### **Transfers and Accessibility on the Island**

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 off and on the speedboat. It involves stepping up and onto the side of the boat. If necessary, our team members manually lift guests.
- All the paths at Amilla Maldives are made from sand but we do not have any hills or inclines to navigate.
- We have beach wheelchairs which are perfect for moving around our sandy island.
- There is a certain amount of solar 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.
- All of our restaurants and other amenities, including the spa, are ground-floor only. In some cases there may be a couple of steps at the entrance to the indoor areas, but all our dining venues also have alfresco dining areas with no steps. Please see below for details:



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### ▪ Restaurants

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

### ▪ Villas and Residences

- As yet, we do not have rooms created specifically for guests with disabilities, however many of our Villas and Residences have accessible features.
- All Villas, except the Tree Top Villas, are on ground floor level, for easy access. We can add ramps where required as well.
- The showers (indoor and outdoor) are walk-in, however the bathtubs and private pools are not.
- The Residences are two-storey, with stairs. Unfortunately they do not have lifts.
- All our Villas and Residences are extremely spacious, making it easy to move around with a wheelchair.
- Our phones in our villas flash at the same time as ringing, for the hearing impaired.
- The smart TVs inside all our Villas and Residences have subtitles and other accessible functions. Please let us know if you'd like us to set up the features for you.

### ▪ Reception

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

### ▪ Main Pool

- Ramp on one side of the pool deck.
- Additional access point via small steps from the middle of the pool deck.
- Floating wheelchair available for use.



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- Beach
  - We are happy to provide a beach wheelchair and floating wheelchair for your enjoyment of our fabulous beach and azure waters.
- Spa
  - Ramp at entrance to reception.
  - Dedicated Spa Pod with ramp at entrance.
  - Wellness area – ramp at entrance, however access with a wheelchair to steam room and sauna may be difficult.
  - Gym – ramp at entrance.
- Excursions and Activities
  - If you're happy for us to assist you 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.
  - Our team of professional scuba divers at Dive Butler have experience of working with divers with a number of disabilities. 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 house reef.
- Kid's Club
  - Ramp at the entrance to the building and a range of activities for all abilities.
- Recreation Area and Art Studio – Easy access.
- Retail Shop & Jewellery Shop– Ramp at the entrance.
- Shutter Fish – Ramp at entrance.
- If you have any further questions or requests, please contact [guestexperience@amilla.com](mailto:guestexperience@amilla.com)