



**DISABLED GUESTS
FACTSHEET**

Kurumba

MALDIVES



Kurumba Maldives is a conveniently located island for disabled guests to enjoy the Maldives. The purpose of this fact sheet is to prepare our disabled guests with which areas may be suitable and which areas may pose a challenge. The purpose of this sheet is to recognize the importance of comfort, convenience, services and accessibility for our guests with special needs. Please advise us about your arrival and requirements by pre registering with us at: www.kurumba.com/pre-registration

AIRPORT

The Airport does have facilities such as wheelchair lift, lifts within the terminal and disabled toilets. There are no air bridges in the airport and embarking or disembarking will be via the open tarmac. The airport team is able to assist and your airline will arrange this with the MACL special needs staff. Once you are through immigration and customs, the resort staff will meet you and the Airport special needs team member will assist in taking you directly to the vessel. Please advise your airline / travel agent about your needs.

VESSEL TRANSFERS

Getting on and off the boats, to the Jetty, at both the airport and the Resort is done by our resort staff completing manual lifting. Once on board the vessels, there is ample space in the speedboats to assist. As the resort is inside the atoll and only 10 minutes from the airport, it is very rarely that you will encounter rough seas.

THE RESORT: WHEELCHAIR USERS



The resort has a cement pathway on the inside ring of the resort and directly through the middle. This is suitable for wheelchairs. Golf buggies are available to assist upon requests. Some areas are suitable however we would like to ensure that there is a clear expectation on the facilities:

• Guest Rooms

Whilst there are no specific disabled rooms, the resort will place a ramp for the rooms. The closes rooms are the Superior Rooms and Garden Pool Villas. Four of the Garden Pool Villas have a flat room but stairs at the front. The advantage of this is that the bathroom is much more open and more suitable for wheelchairs whilst not being ideal. We do not recommend to book the Presidential Pool Villas as the master bedroom is accessible only by a staircase (2 floors)

• Reception

A ramp available.

• Restaurants/Bars

Café	: 1 ramp at the rear entrance
Khing Thai	: 2 steps
Mahal	: 2 steps
Vihamanaa	: Accessible from main entrance (ramp)
Isola	: 2 small lips / steps
Thila	: paved walkway
Al Qasr	: 1 small lip
Kandu Bar	: Ramp on the side
Fez Lounge	: No stairs
Athiri 1 & 2 Bars	: Soft sand pathway
Pool area	: Ramp on the side
Public Areas toilets	: A wheelchair accessible toilet in Vihamanaa (main restaurant)

• Pools

There are no ramps into the pools and only ladders into the pool.

• Beach

The Resort team is able to provide wood or carpet to assist with access to the beach. The resort has one beach wheel chair suitable for water entry with supervision. If there are multiple disabled guests, we will do our best to share this wheel chair between these guests.

• Spa

The spa is not suitable for wheelchairs, however in-room massages can be organised upon request.

• Tours

Going on a tour will encounter the same challenges getting on and off the boat. If you are OK with this, the most suitable tour depending on the weather would be the Sunset and Dolphin cruise. There are no disabled toilets on board the vessels and steps to the toilets.



• Majaa Recreation

A ramp is available at the entrance of the Recreation Centre.

• Snorkelling

Snorkelling can be completed with some assistance if the guest is comfortable with the ocean. Depending on the needs, flotation devices may be required for the body and legs and our guides and boat crews will assist and we only recommend snorkelling on our house reef etc. This is subject to weather and other conditions.

• Gym

The gym has 5 stairs

• Guest Boutique

Nala Boutique (located near the reception) is OK for wheelchairs but would be considered tight.

• Conference Facilities

The Main Conference hall and VIP Lounge are suitable for wheelchairs. There is stairs going to the boardroom, located on the 2nd floor of the reception, and this area would be unsuitable. This is a guide to assist with any questions for our disabled guests. If you have any further questions, please feel free to email kurumba@kurumba.com

BLIND AND VISUALLY IMPAIRED



Please note that the internal routes are not equipped with tactile signals to facilitate the orientation of customers who are blind and / or visually impaired. At the reception there are no tactile panels or Braille for the blind. Restaurants do not dispose of menus in Braille. There is also no type of sound signal is in the common areas and in the rooms in case of evacuation.

Golf buggies are available to assist upon requests to facilitate moving across the island.

• Experiences and Excursions

The Guest Services team will be able to discuss with you and assist you with information about the most suitable experiences and excursions.

DEAF AND HEARING IMPAIRED



Kurumba has numerous information/directional panels scattered across the island, particularly by the pathways. Every guest area is signaled: Majaa Recreation, Gym, Nala Boutique, etc.

• Restaurants & Bars

All Food & Beverage outlets have their name indicated by the entrance, as well as menus (with the exception of Vihamanaa, buffet style).

• Guest Rooms

Every room is equipped with evacuation maps and life jackets for emergency use.

• Snorkelling

Not only the lagoon is protected by wave breakers, but we have visual snorkeling channels for a safe experience (white buoys). Snorkelling can be completed with some assistance if required.

• Beach

The beach is equipped with sun loungers for every guest room, which are indicated by room numbers.

• Tours

The Guest Services team will be able to discuss with you and assist you with information about the most suitable experiences and excursions.

GUESTS WITH FOOD ALLERGIES/DIETARY REQUIREMENTS



We are able to cater of a number of dietary requirements. Vegetarians, Vegans, Gluten Free, Halal and Jain can be catered for. Not all dishes are suitable for all guests and we request at least 48 hours' notice. If you have any dietary requirements, please click [here](#) to pre-register.

HEALTH SERVICES

A resident Doctor and a clinic are available in the island. For emergency cases, 2 hospitals are available in the capital of Male', which is a short 15 minutes boat ride.

