



WELCOME

# *One&Only*

REETHI RAH

*Maldives*

Maruhaba! – meaning ‘welcome,’ in Dhivehi, the native language of the Maldives; it is with great pleasure that we welcome you to One&Only Reethi Rah.

This directory contains practical information about the resort and your villa facilities. In order to maintain heightened health & safety standards, all printed collateral has been removed from our villas.

You will be able to find all the information needed during your stay on this microsite.

The team and I remain at your disposal to ensure your time spent at One&Only Reethi Rah is filled with unforgettable memories.

Sincerely yours,



Jan B. Tibaldi  
General Manager

# GENERAL DIRECTORY

## A

### ACTIVITIES

For a listing of weekly resort activities, please consult the resorts schedule found in the reception area of Reethi Restaurant, alternatively contact your Host who will gladly assist.

### ADAPTORS

220-volt multi-plug adaptors are available in each villa. Please contact your Host for assistance.

### AIR-CONDITIONING

The air-conditioning in the villa can be turned off or adjusted using the control panel. Please contact your Host should you need assistance.

### AIRLINES

Please contact your Host for airline information, reservations and reconfirmations. Kindly note that in the Maldives, Friday is a non-working day and airline offices will be closed (although they will be open on Saturday and Sunday).

## B

### BABY AMENITIES

For children below the age of two years complimentary cots, changing tables, bottle warmers and sterilisers are available on request. Please contact your Host for assistance.

### BABY-SITTING

We would be happy to take care of your little ones with advance notice. Kindly contact your Host who will organise a baby sitter. There will be a nominal charge for this service.

### BICYCLES

Both adult and children's bicycles are for your enjoyment and for getting around the island which covers 44 hectares. Children's seats are available; to request one, please contact your Host. Kindly note that when cycling, please keep to the left on the roads.

### BUGGIES

The Resort has a number of 4-seater buggies available for daily rental, should you wish to take up this opportunity to ride around the island easily and in style. Kindly note when driving buggies to keep on the left side of the roads; driving on the beach and jetties is not permitted. Buggies may only be driven by an adult with a valid driving license; children under the age of 16 are not allowed to drive. We also have a 24-hour buggy service available to guests, please dial '0' to request a buggy, or please contact your Host.

### BUSINESS SERVICES

With any business needs including typing, photocopying, faxing, courier, e-mail and internet access, please contact your Host.

## C

### **CHECK-IN AND CHECK-OUT**

Check-in time is 2pm and check-out is 12 noon. Late check-out is available at an additional charge of 50 per cent of published rates until 6pm and at full charge thereafter. Please contact your Host for further information.

### **CREDIT CARDS**

We accept all major credit cards, including American Express, JCB, MasterCard and Visa.

### **CURRENCY**

The local currency in Maldives is the Rufiyaa. Although all billings are made in US dollars, most other foreign currencies can be exchanged at Reception. Please note, however, that Maldivian Rufiyaa cannot be exchanged for any other currency.

## D

### **DIVING**

Our fully equipped PADI certified dive centre is found next to our main reception area. Should you wish to arrange any diving or snorkelling trips, please contact your Host for assistance.

### **DOCTOR**

Our Resort Doctor is on call at all times; please do not hesitate to contact your Host should you require any medical assistance.

### **DO NOT DISTURB**

Should you wish to not be disturbed or receive calls, please call the Operator by dialling '0'. There is also a sign outside your villa, please turn the sign around should you wish not to be disturbed by colleagues.

### **DRESS CODE**

Attire on the island is casual during the day, and we would ask that you wear bathing suit cover-ups and shoes or sandals in the restaurants and bars. In the evenings, smart casual Resort attire is required.

### **DRINKING WATER**

Although the tap water is considered safe to drink, we would recommend the complimentary bottled water placed daily in your villa instead.

## E

### **ELECTRICITY SUPPLY**

Electricity is supplied at 115 or 240 volts. For further information, or if an adaptor is required, please contact your Host.

### **EMBASSIES AND CONSULATES**

For contact details of the various embassies and consulates present in Maldives, please contact your Host.

### **EMERGENCIES**

In the event of an emergency please dial '0' and we will dispatch the Emergency Team to the required location. The Resort has comprehensive safety equipment and staff members who are certified to handle emergencies. Please also note the evacuation map outside your villa, should the emergency siren be raised. For more details, please visit the Safety & Security section on the microsite.

## F

### **FIRE DETECTION AND ALARMS**

To ensure the safety of all our guests, the Resort boasts an extensive fire detection system. Please visit the Safety and Security section on this microsite for more information.

### **FITNESS**

Our Resort fitness centre is located next door to the One&Only Spa, where our team of fitness professionals are available to assist you from 7am to 9pm every day. The fitness centre is open 24/7. In your centre island in the bathroom, you will find a yoga mat for your convenience should you wish to do fitness activities in your villa.

### **FLOWERS**

For your special occasions and memorable events, please contact your Host for assistance.

## H

### **HAIRDRYER**

Inside the vanity table in your villa you will find a hairdryer for your use. Should you require any assistance, please contact your Host.

## I

### **INTERNET ACCESS**

Free Wi-Fi is available for your enjoyment, should you require any assistance in connecting to the Wi-Fi please contact your Host.

# L

## LAUNDRY

Same day laundry service is provided seven days a week. For details, please refer to the laundry list under In-Villa Living. For urgent laundry requirements, please contact your Host for assistance.

## LIFE JACKETS

Life jackets can be found in your cupboards on the top shelf; we recommend that you wear a life jacket while swimming in the lagoon if you are not a confident swimmer. Please note that a life jacket will be provided when you participate in any excursions/activities and you will not need to bring your own life jacket.

## LOST AND FOUND

To enquire about lost or missing items, please contact your Host.

# M

## MAKEUP FRIDGE

The vanity table in your room contains a makeup fridge for your convenience. To find the fridge, please open the doors and the fridge is placed behind the mirror.

## MOBILE PHONE

On the desk in your villa, you will find your personal mobile phone for communication while staying at the Resort. The last dialled number will be your Host's personal number for you to contact them.

## MINIBAR

Your minibar contains complimentary teas, coffee, One&Only water and milk; should you require assistance with the coffee machine please contact your Host. There are a number of snacks and drinks that are chargeable. Please consult the minibar menu under In-Villa Living for pricing.

# N

## NEWSPAPERS

A selection of your favourite titles are also available on demand for e-reading. When connected to the Resort Wi-Fi, you are also able to access Press Reader where a selection of international titles are available on your device.

# P

## PRIVATE PARTIES

There is a range of venues, including the exotic settings of neighbouring deserted islands for a private party. Please contact your Host for more information.

## R

### REETHI RAH ISLAND TIME

Please note that Reethi Rah Island time is one hour ahead of Male' time, six hours ahead of Greenwich Mean Time (GMT).

## S

### SAFE

A safe is in the top middle drawer of your centre island in your bathroom for the safekeeping of your personal items. The Resort will not assume responsibility for any loss or damage to valuables left in your villa or public areas. Should you require any assistance please contact your Host.

### SNORKELLING

The vast Indian Ocean surrounding the Resort is filled with an abundant marine life; our house reef found directly in front of the Beach Club is the perfect spot to snorkel. Should you require snorkelling equipment, please contact your Host for assistance.

### SUNBURN

To prevent sunburn, we always recommend avoiding the midday sun and covering up, as the island's cool breezes can be deceptive. Sun protection lotion is available from the Boutiques at Reethi Restaurant or at the Beach Club. If sunburn should occur, please contact the Host.

## T

### TELEVISION

A wide choice of satellite television channels and movies on demand is available in all villas. Please consult the interactive TV menu.

## W

### WAKE-UP CALLS

Should you need a wake-up call, please dial '0'.

# TELEPHONE INSTRUCTIONS

One&Only Reethi Rah is connected by the touch of a button to the rest of the world. Telephones in the villas have a double line facility, and complimentary broadband connection for normal browsing and emailing is provided.

## TO MAKE CALLS

**Villa to Villa** - Dial 8+ villa number.

## TO MAKE OUTSIDE CALLS

**Local** - Dial 9 + the local number.

**International** - Dial 9 + 00 + country code followed by the number.

Should you require assistance with International dialling codes and time zones please contact the operator by dialling '0'.

Charges will begin only when the telephone number being dialled is connected.

## PERSONAL DIRECT NUMBER

Each villa is provided with a personal direct number. Should you wish to have family and friends call without having to go through the Operator, please call the Operator by dialling '0'.

Receive calls from outside directly to your villa; caller dials local or International dialling codes followed by 6648+ the villa number. Example 6648 101.

## VOICE MAIL FACILITY

The telephone in each villa is equipped with a voice mail facility. If a voice mail waiting to be retrieved from the telephone, the RED message light will flash. Press the message button to retrieve the voice mail. For further assistance, please call the Operator by dialling '0'.

# SAFETY AND SECURITY

Safety and Security is our priority here at One&Only Reethi Rah. To ensure optimal security, we suggest you follow the points below:

## SECURING YOUR VILLA - GUEST VILLA KEY CARD

Please ensure that your doors are closed and locked when leaving the villa. In the event that your key does not work please contact your Host; an intercom system is placed outside your villa, follow the instructions written on the intercom should you need to use it.

## VILLA NUMBER

To ensure privacy, Resort personnel are instructed not to give out villa numbers to anyone; outside callers are not advised of your villa number, however they will be connected to your villa. If you wish not to receive calls during specific times or not at all, please contact the Operator by dialling '0'.

## VALUABLES

Each villa is equipped with a safe in centre island in the bathroom for the safe-keeping of valuables and travel documents. Should you require safe keeping of large amounts of money or highly valuable jewellery, we recommend that they be deposited in the main safe at Reception. The Resort cannot assume liability for valuables not placed in the villa safe or main safe.

## PLEASE NOTE

The information and safety recommendations contained in this directory have been compiled from different sources that are believed to be reliable and to present the best current options on this matter. However, there is no guarantee as to the absolute correctness or sufficiency of any statement contained herein. It should not be assumed that all acceptable safety measures are contained in this publication, or that other additional measures may not be required in particular or exceptional conditions or circumstances.