

# TMA

## New Normal Guest Experience Handbook

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*Sun, Sand, Sea & Seaplane*



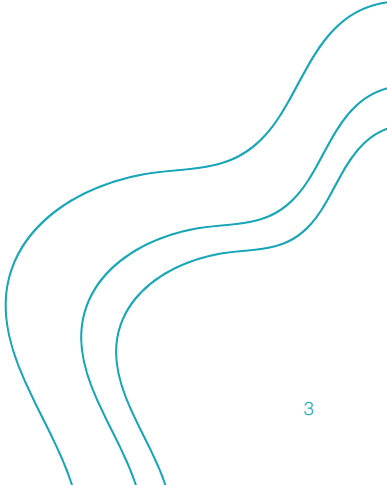
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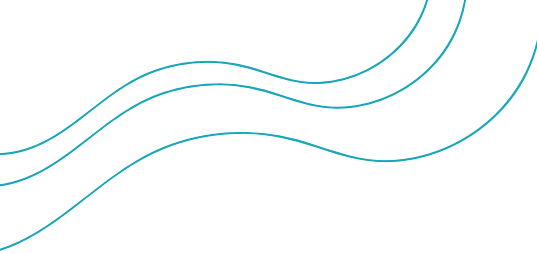
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## **Trans Maldivian Airways**

welcomes you to experience its **unique and scenic seaplane journey** with an enhanced level of **flight safety, superior hygiene and comfort**, while adding stringent measures in the **new normal of air travel**, to ensure that you can travel with confidence.





Be assured that every step of your journey with Trans Maldivian Airways to your dream holiday destination is catered by highly trained Staff who care for your safety and well-being.

We have carefully reviewed our processes and procedures to ensure that your entire journey, from check in at our counters to arrival at your island home, provides adequate sanitization options, along with PPE available for those who would require them. All touch points throughout your journey are regularly disinfected, in accordance with Global Health recommendations and policy guidelines, in order to ensure that the best hygiene standards are maintained at all times.

Our Passenger Terminals, lounges and facilities have been re-organized keeping your safety in mind by minimizing personal contacts with each other, while ensuring maximum comfort and minimal disturbance on your way to your dream destination.

Wherever possible, Technology has been used to minimize the direct contacts between passengers and our staff. The overall objective is to keep it simple and safe for our passengers throughout their journey with speedy service and minimum inconvenience to our guests.

This handbook will provide you details of the measures introduced by TMA and also how the journey would be in the New Normal way of travel.

**We wish you a pleasant journey with Trans Maldivian Airways and a delightful stay in the Maldives.**

# Passengers connecting from an International flight to a TMA flight

## Check-in at TMA check-in counters:

1. Passengers will be welcomed by a TMA Customer Service Officer at the passenger check-in queue near the TMA check-in counters at the airport.
2. Face Mask is mandatory to join the Queue – or else will be denied acceptance.
  - i. Face masks will be exempted for passengers below 6 years old and those who have a medical reason.
3. Passengers will join the queue, with social distancing signs clearly marked on the floor allowing passengers sufficient space to queue with luggage trolley.



4. All Check-in counters are installed with Plexiglass shields serving as a safeguard barrier in-between Passengers and Check-in Agents.

5. Guests will be requested to provide their original passport/ID cards for verification at the respective Check-in counter.



6. Hand luggage will be limited to one small bag of 3kg (small ladies handbag/smallest size backpack/laptop bag).

7. Check-in of Luggage.

- i. All check-in luggages will be sanitized once accepted by TMA and hence the luggage should be durable to withstand the sanitizing process (therefore advised to keep sensitive items in hand luggage).



8. Issuing of boarding pass.

- i. Boarding pass will be printed and can be collected by the guests from the printer directly in order to avoid contact.



9. TMA will provide a Complimentary Travel Hygiene Kit which will consist of face mask, gloves and hand sanitizer.



## **Passengers arriving from Male'/Hulumale' At TMA check-in counters**

1. Passengers arriving from Male'/Hulumale' will be directed to a dedicated check-in counter.
2. These counters will have special provision for mandatory temperature check by a Customer Services Officer while the passenger is in the queue.



3. Remaining protocol will remain same as above for other passengers connecting direct from an International flight.

## **Passenger Transfer to TMA Seaplane Terminal**

### **Passenger transfers by TMA buses:**

1. Sanitizers will be provided as an option for the Passengers to sanitize hands prior to boarding the bus.



2. While boarding the bus, recommended social distance must be observed by the passengers.
3. Unless traveling in a group or with family, passengers should be seated by allowing social distance – seats which are restricted will be marked with relevant signs.
4. TMA buses will be sanitized periodically.



### **Passengers transfers by private resort vehicles:**

1. Front Seat of the Vehicle will be kept vacant.

## **Arrival at TMA Seaplane Terminal**

1. Upon reaching the Departure terminal, guests will be requested to take a seat in the common waiting area.
2. TMA Terminals have seating in a way to ensure sufficient social distancing between the passengers.

3. Multiple Hand Sanitizers have been placed for the convenience and better hygiene of passengers.



4. All the Terminals gets disinfected periodically.

5. All service counters (Customer Service Counters, Cashier, & Café Counters) are installed with Plexiglass shields.

6. Sign / Markings are placed to alert social distancing at all counters and around Terminals.



7. Passengers will wait in their seats until called for boarding.

## **Food & Beverage Options at TMA Terminal**

1. Guests are welcome to purchase food and beverages as per their liking from TMA Café' called Sandbar.



2. Payment counter is installed with a plexiglass shield as a safe guard between the guest and staff.

3. Passengers are advised to sanitize their hands before making the payment at the Payment counter.

4. All F&B Staff will wear Face Mask & Disposable Gloves

5. All food and beverages will be served in disposable containers to passengers.

## **Baggage Transfer from Airport to TMA Baggage Sorting area**

1. All checked-in baggage will be transferred by TMA Baggage Vehicles to TMA baggage sorting area.

2. Upon reaching the TMA baggage sorting area, baggage will be offloaded and immediately disinfected with the aid of electrostatic sprayers.



3. Once sanitized, staff will move the baggage to the relevant Resort designated zones.

## **Baggage Loading to the Aircraft**

1. Baggage for the flight is sorted and taken to the designated aircraft for loading.
2. Baggage service agent will be wearing face mask and appropriate Gloves

## **Passenger Boarding and Departure from TMA Seaplane base**

1. All Boarding Gates will have Sanitizers located both at the entrance and exit.
2. Seatings are arranged allowing social distance.
3. Once boarding commences CSO will guide the guests to the docks for boarding their seaplane.

4. Walking on the docks will be as per dedicated lanes which have been clearly marked on the docks to avoid mix-up/contact.



5. CSO will assist in boarding of passengers in a sequential manner while ensuring social distancing is maintained as the passengers enter the aircraft.

## **On board the aircraft and during the flight**

1. Passengers must continue to wear their face masks on board as well.



2. Cabin crew will avoid all non-essential interaction/contact with passengers hence all kind of onboard non-operational/essential services will be discontinued. This includes but not limited to:

- a. Ear plug – would be offered at Lounges and Boarding Gates
- b. Inflight Magazines
- c. Face towel on Charter flights
- d. Any type food/drink on Charter Flights

## **Disembarking at the resort**

1. Crew shall ensure social distance is maintained while disembarking.
2. Once Passengers disembark and their baggage gets offloaded, dedicated Resort Agents should receive and move the passengers and baggage out from the platform to Jetty (in case of a fixed platform) and to the boat (in case of a floating platform).

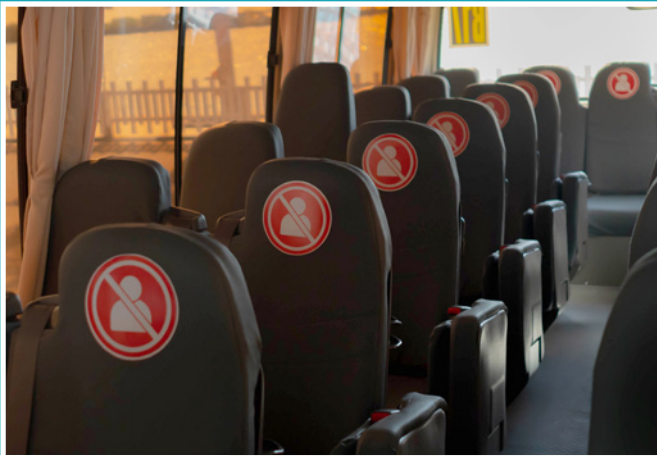
## **Embarking from the resort**

1. All Passengers, prior to stepping on the platform, must wear Facemask, except Children below 6 years old and any passenger having a medical reason.
2. Resort Agent/staff to ensure social distance is maintained while boarding.
3. All baggage and Cargo need to be sanitized by Resort Agent/Staff, just before handing over to crew for loading to aircraft.
4. TMA Crew would have the option to conduct a temperature check for every embarking passenger.



## Disembarking at the Seaplane base

1. Cabin crew will open the door and will standby near the stairs.
2. Crew will ensure disembarking passengers are wearing face mask and are advised to maintain social distance while disembarking.
3. CSOs who are receiving flight/passengers will wear Face Masks & Gloves.
4. CSOs will ensure dedicated lanes for these passengers are followed to avoid mix-up with arrival passengers.
5. Passengers will be informed about the availability of hand Sanitizers in the bus.
6. Unless travel as a group/family, passenger will be advised to sit by giving social distance – seats which are restricted will be marked with signs.



# TMA Aircraft Disinfection

1. All TMA aircraft undergo a complete and thorough disinfection process upon returning to the Seaplane Base.





**#FlyConfidentlyWithTMA**

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