



## GUEST TRANSFER POLICY

### SEAPLANE POLICY

Trans Maldivian Airways “TMA” provides seaplane transfers to/from the TMA Terminal at the Velana International Airport “VIA” to connect with the arrival/departure of international flights. The scenic seaplane journey is 54km from Velana International Airport, a 15-minute seaplane-ride.

Upon arrival, after clearing Maldives Immigration and Customs formalities, guests exit the Customs area to the Arrivals Hall and are greeted by a Kagi Maldives Spa Island Representative who will assist with the check-in at the TMA counter for your seaplane to Kagi Maldives Spa Island. Alternatively you may proceed to the nearby Crown & Champa Resorts Counter #59, where a Representative will assist you. Kagi Maldives Spa Island provides a short transfer to TMA Terminal, where guests relax in the Lounge before their seaplane departs for Kagi Maldives Spa Island, usually within one hour after all guests clear Immigration and Customs.

In rare instances, such as if an international flight arrival is delayed or a baggage claim form must be completed, then the wait may be longer.

The seaplane journey is available only during daylight hours.

- For your arrival, seaplane transfer can be arranged for international flights that arrive in the Maldives between 06:00hrs and 15:00hrs. Guests arriving on an international flight after 15:00hrs may choose the speedboat transfer to Kagi Maldives Spa Island, or overnight in nearby Male’ at the Champa Central Hotel, or elsewhere. A hotel booking can be arranged by the Reservation Team of Kagi Maldives Spa Island.
- For your departure, seaplane transfer can be arranged for international flights that depart from Maldives from 09:00hrs onwards. International airline policy requires passengers to check-in no later than 2 hours before flight time. Seaplanes fly during daylight hours only and therefore a guest can connect to international flights departing VIA only after 09:00hrs. The last flight departure from Kagi Maldives Spa Island is usually between 14:00hrs and 16:00hrs.

The allowance for checked-in luggage is 20 kilos and hand carry is 5 kilos per person. Additional luggage may incur excess charges at the discretion of the airline. In extraordinary circumstances, luggage may be transported by a later flight (policies & procedures as per TMA regulations).

In rare instances, due to circumstances beyond the control of TMA and/or Kagi Maldives Spa Island, such as unfavorable weather conditions, the seaplane may depart earlier or later than scheduled to/from Kagi Maldives Spa Island or may cancel operations for the day, in which case, TMA nor Kagi Maldives Spa Island assume liability for any related expenses of the guests.



## LOUNGE

### Arrival

Our team members welcome you with complimentary refreshments and free WIFI will be provided, while you are relaxing in comfort.

### Departure

The Lounge is open in the late afternoon and evening so guests can relax in comfort until the time we transfer you to the International Departure Terminal to check-in to your onward journey.

## SPEEDBOAT POLICY

Kagi Maldives Spa Island schedules speedboat transfers to and from Velana International Airport to coincide with the arrival and departure flights of Kagi Maldives Spa Island's guests. The speedboat transfer time is about 60-minute.

Upon exiting the customs area, guests enter the Arrival Hall, where they will be received by our representative. Alternatively you may proceed to the nearby Crown & Champa Resorts Counter #59, where you will be guided further.

In rare instances, such as international flight arrival is delays or a baggage claims, guests will need a special form and in this case boat departure time may be extended.

International flight departure regulations require guests to check-in at the airline ticket counter no later than 2 hours prior the flight's departure time.

- The last speedboat departure from Kagi Maldives Spa Island to the airport is scheduled no later than 19:00hrs.
- The last speedboat departure from the airport to Kagi Maldives Spa Island is scheduled no later than 02:00hrs.

Guests who cannot connect with the 02:00hrs speedboat departure from the airport to Kagi Maldives Spa Island, may choose to overnight at Champa Central Hotel, Male', or remain at the airport. In any event, their speedboat departure from the airport to Kagi Maldives Spa Island is usually scheduled that same morning at around 08:30hrs, and which will be confirmed upon their arrival at the airport, by their local ground handling agent.

In rare instances, due to circumstances outside the control of Kagi Maldives Spa Island, such as unfavourable weather conditions, the speedboat schedule maybe changed, in which case, Kagi Maldives Spa Island assumes no liability for guests' expenses related to these changes.

Winter 2020/2021& Summer 2021 Revised 20/10/2020