



WALDORF ASTORIA®
MALDIVES

WALDORF ASTORIA MALDIVES

FREQUENTLY ASKED QUESTIONS

PRE ARRIVAL

Where is the resort located?

Our resort is located in Haa Alif Atoll - Republic of Maldives

320 kilometers north of the capital Malé

6 degree 59'50.35" N, 72 degree 56'24.86" E

<http://maps.google.com/maps?q=manafaru&sl=20.000000,75.000000&ssp=120.000000,150.000000&ie=UTF8&v=2.2&cv=4.3.7284.3916&hl=en&sa=N&output=kml&start>

Do you have a website?

www.waldorfastoriamaldives.com

How about Facebook, Twitter, Trip Advisor?

<http://www.facebook.com/WaldorfAstoriaMaldives?v=wall>

<http://twitter.com/#!/WaldorfMaldives>

http://www.tripadvisor.com/Hotel_Review-g975490-d874402-Reviews-Waldorf_Astoria_Maldives-Haa_Aliff_Atoll.html

How many villas do you have? How many types? And how large are they?

The resort has 83 villas and there are 6 distinctive villa concepts.

30 Water Villas - 110 sqm - indoor: 70/ outdoor: 40

22 Beach Villas - 150 sqm - indoor: 45/ outdoor: 105

17 Ocean Villas - 110 sqm - indoor: 70/ outdoor: 40

12 Beach Suites - 225 sqm - indoor: 80/ outdoor: 145

01 Grand Water Pavilion - 350 sqm - indoor: 165/ outdoor: 185

01 Grand Beach Pavilion - 600 sqm - indoor: 440/ outdoor: 160



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What is the maximum occupancy per villa?

- Water Villa: 3 adults or 2 adults and 2 children (children = below 12 years old). Children are not recommended in the over-water villas.
- Beach Villa: 3 adults or 2 adults and 2 children (children = below 12 years old).
- Ocean Villa: 3 adults or 2 adults and 2 children (children = below 12 years old). Children are not recommended in the over-water villas.
- Beach Suite: 3 adults or 2 adults and 2 children (children = below 12 years old).
- Grand Water Pavilion: 6 guests (adults or children). Children are not recommended in the over-water villas.
- Grand Beach Pavilion: 6 guests (adults or children).

Do you allow children in over-water villas?

Children below 12 years old are not recommended in the over-water villas.

For further information and pictures of the various villas, please visit www.waldorfastoriamaldives.com

What do you provide for Honeymooners? Do you have a special honeymoon offer?

We are pleased to offer the following package to our honeymoon guests:

All honeymoon guests will receive the following per villa per stay:

- Fruit Basket & 1 bottle of Champagne in the villa upon arrival
- One half-day excursion for the couple on selected excursions
- USD \$ 50.00 Spa credit per couple per stay to be used for the Spa treatment of guests' choice

The above offer is valid until 23 December 2011 for a minimum of 4-night stay and the copy of marriage certificate of less than 12 months to be presented at check in at the resort.

For further information, please contact our reservation office at: reservations@waldorfastoriamaldives.com

Why do I have to send a credit card authorization form, when I already gave my credit card details online?

According to the Maldives anti-fraud law the resort requires additional proof when charging the guest's credit card.

Who is charging the credit card – the Hilton reservation Customer Care or the Waldorf Astoria Maldives?

Waldorf Astoria Maldives will process the payment.

What is the Check-in time and Check-out time?

The resort check in time is at 14.00. Early check-in may be provided by booking an additional night.

Check-out is at 12 noon, late checkout can be guaranteed by booking an additional night.

My travel plans have changed, can I modify my reservation on-line?

Yes.

To change a reservation, select the "Reservations" link from the homepage. On the Reservations page, under the heading 'View, Change or Cancel a Reservation,' enter your confirmation number, and either the last name on the reservation or the last four digits of the credit card used to make the reservation.

Once your reservation has been retrieved, select the information you would like to change and click on the "Change" button.



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Can I cancel a reservation on-line?

Yes.

To cancel a reservation, select the “Reservations” link from the homepage. On the Reservations page, under the heading ‘View, Change or Cancel a Reservation,’ enter your confirmation number, and either the last name on the reservation or the last four digits of the credit card used to make the reservation.

Once your reservation has been retrieved, select the Cancel button.

Where do I find the cancellation policy?

You can find the cancellation policy several places throughout the reservations process. On the Rooms & Rates page, you can find the policy in the rate “details” link or the room description. You can also find the policy on the Guest Information page, once a room and rate have been selected. Additionally, you can find the cancellation policy on both the confirmation page and the printable confirmation page.

What is a Promotion Code?

Promotion codes are a special line of characters that accompany promotions run by the hotel. They should be entered in the Preferences section of the Dates & Preferences page.

What is the AAA and can I get that rate?

The American Automobile Association (AAA) rate is for members of AAA only. The membership card will be asked upon check-in.

What is the AARP and can I get that rate?

The American Association of Retired Persons (AARP) rate is for members of AARP only. The membership card will be asked upon check-in.

Can I book a specific room in advance? Can I request for a special room and location?

Due to the nature of the resort, we will not be able to book and confirm a specific room number and location in advance. However we will certainly do everything we can to allocate a room as per your request and this is strictly subject to availability upon arrival.

ARRIVAL AND TRANSFER

How do I book my transfer?

Return transfers are booked through the resort when room reservations are made. Seats are guaranteed once full flight details are received at least seven days prior to stay.

Upon arrival or departure at Male International Airport, all guests have access to the Hilton Worldwide Lounge at the Trans Maldivian Air Terminal (if travelling by seaplane) or at the Domestic Airport Lounge (if travelling by domestic).

Both lounges offer complimentary refreshments, including coffee, tea, soft drinks and snacks.



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What are the transfer arrangements from Male to Waldorf Astoria Maldives?

Effective from 24 December 2010 until 23 December 2011

Transfer Mode	Domestic flight and speed boat transfer	Domestic flight and luxury boat transfer	Seaplane transfer	Private charter seaplane transfer
Rate in US\$ one way	233.00 per adult 116.50 per child (2-11 years) Infants free of charge (same seat as parent)	336.50 per adult 168.25 per child (2-11 years) Infants free of charge (same seat as parent)	383.00 per adult 191.50 per child (2-11 years) Infants free of charge (same seat as parent)	7,711 12 passengers maximum
Travel duration	55 min domestic flight 45 min speed boat	55 min domestic flight 45 min luxury boat	75 – 90 min seaplane flight	75 – 80 min seaplane flight
Operation hours	24 hours		International flight arrival time between: 05.00hrs to 15.00hrs. International flight departure time from: 9.30hrs in the morning.	
Baggage allowance	20 Kg luggage 5 Kg hand luggage		25 Kg luggage 5 Kg hand luggage	
Exceeding luggage Rate in US\$	0.67 per Kg		5.00 per Kg	

"Please note that a new Maldives Tourism Goods and Services Tax ("T-GST") of 3.5% is applicable since January 1st, 2011. This tax will apply to all room rates, goods and services provided or bought at the resort, transfers, and meal supplements. The prices above are inclusive of T-GST."

When is the seaplane transfer available?

Seaplane transfer is available throughout the whole year.

However, seaplanes can only operate during day time. Therefore the following conditions are to bear in mind: for guests arriving in Male on an international flight after 15:00hrs and/or departing Male on an international flight earlier than 9:30hrs, seaplane transfer on the same day cannot be guaranteed. Guests with those flight schedules wishing to travel by seaplane will need an overnight accommodation in Male and will be transferred the following day to the resort upon arrival or previous day for departure. The overnight accommodation in Male will be organised by the resort upon request.

From and to the resort, guests who wish to travel on the same day as their international flight may book domestic flight + speedboat transfers.

Please do not hesitate to contact our reservations team for advice at reservations@waldorfastoriamaldives.com

How long does the seaplane take from Male to the resort?

Seaplane transfer takes around 75 minutes. Depending on the weather conditions, the flight duration may be extended. The seaplane may be combined with Hilton guests. In this case 20-30 minutes need to be added in the transfer duration. Please note that the seaplane transfers will be operated by both luxury and TMA aircrafts upon availability.



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How long do I have to wait in Male International Airport for the domestic or seaplane transfer?

All efforts are undertaken to transfer you within the shortest period of time. Waiting time may be up to 4 hours. Upon arrival in Male, you will be escorted to one of our lounges where you may help yourself to refreshments and snacks.

The transfer can only be confirmed and finalized on a day to day basis according to flight availability.

Maldivian Airlines (domestic flight) has a fixed schedule which is subject from time to time to change.

TMA (seaplane transfers) schedules flights according to arrivals and departures. Therefore, the waiting time at Male airport cannot be confirmed in advance. The exact flight timings are communicated on the evening prior to the arrival/departure date.

Where do I have to go and what do I have to do once I arrive to Male' International Airport.

Once you have cleared customs and immigration, you will be met upon your arrival to Male International Airport by one of our Airport Representatives and escorted over to the check-in counter. Once you have received your boarding passes, our team member will then take you to the Hilton Worldwide Lounge located in the Seaplane Terminal (if travelling by seaplane) or Domestic Terminal where you will be able to await the departure of your transfer.

HHonors

As a HHonors Gold or Diamond member, what do I get at the Beach House Maldives?

Please click on the following links for further information:

For Gold members: http://hhonors1.hilton.com/en_US/hh/about/gold.do

For Diamond members: http://hhonors1.hilton.com/en_US/hh/about/diamond.do

Could you tell me more about redemption/reward stays at the Waldorf Astoria Maldives?

Please click on the following link: http://hhonors1.hilton.com/en_US/hh/rewards/freenight.do

For a reward stay falling between the 15th of April and the 31st of October 50,000 points are required per night (Low Season).

For a reward stay falling between the 1st of November and the 14th of April 80,000 points are required per night (High Season).

Why does it say my Hilton HHonors account is invalid?

There can be several reasons why you receive a message saying your HHonors account number is invalid. First, your account must be activated. If you join the HHonors program on-line you will still need to wait a brief period for the Hilton Honors Service Center to actually activate the account. If you have joined the program by phone or at a hotel it can take six to eight weeks to have your account activated.



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Can I book a HHonors Hotel reward stay online?

Yes.

You can redeem your HHonors points online or via phone for any Standard or Point Stretcher® hotel reward. Simply follow one of the below options:

Online:

- Click the Reservations link on the top of the page at hiltonhhonors.com.
- Login and begin your hotel reward availability search by area, Hilton Family hotel brand, date, or Reward Code.
- Upon completing your Reward Reservation, you will receive a reservation confirmation that contains your reservation confirmation and reward certificate numbers to present to the hotel at check-in.

By Phone:

- Call 1-800-HHONORS or your local Hilton Reservations and Customer Care office and tell the reservations agent that you will be using HHonors points to book your Reward Reservation. Provide the agent with the Reward Code listed on the reward chart.
- Upon completing your Reward Reservation, access your HHonors Account Online and click on the "Rewards" tab to redeem your points online to obtain a Standard Hotel or Point Stretcher Reward Certificate number. Or, contact the nearest HHonors Customer Service Center by e-mail, phone or fax to redeem your points for the reward. Remember to include the applicable Reward Code and your HHonors account number and PIN when requesting a reward.
- You will receive a Reward Certificate or Confirmation document to present to the hotel at check-in.

For HHonors Vacation Rewards and other rewards, please contact the HHonors Customer Service Center nearest you.

Wining and Dining

If I book a villa on B&B basis, what is the cost for upgrade to HB? What are other available dining options at Waldorf Astoria Maldives? The HB dinner is set or buffet type?

The upgrade from BB to HB will be available for US\$ 95.00 per person and per day + 10% service charge+3.5%TGST. This option includes a 3-course set menu in Saffron Restaurant. If you would like to dine anywhere else we are happy to credit US\$ 85.00 per person at the other restaurants such as Medium Rare (seafood and meat specialties), Saffron (A la Carte), Wine Cellar dinners, Private Dinner events.

Please note that as of January 1st, a new Government Tax of 3.5% on all goods and services will be applied.

What is the difference between Saffron and Medium Rare restaurants?

Saffron restaurant features Contemporary Asian cuisine. The restaurant hosts theme nights three times a week (Tuesday: Indonesian experience, Friday: Discover Maldives, Sunday: Indian experience)

Medium Rare is a western-style grill, which offers premium cuts of meat and the freshest seafood including the catch of the day from local fishermen.

I have a strict dietary requirement. Will the menus offer enough choice?

Please indicate in your vacation planner (available at www.waldorfastoriamaldives.com) any special dietary requirements you may have. Please note that all our menus already feature Vegetarian and Vegan options. The Food & Beverage Manager and the Chef will be pleased to meet you for any specific requests you may have.



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I would like to have some specific products/brands for my consumption

It is our pleasure to provide you with any special requirements you may have. Kindly note that due to the isolation of the Maldives, advance notice is paramount.

Our Food & Beverage Manager and Executive Chef will check the availability of the products and provide them to you. If necessary, they will also offer you alternatives.

Please note that whilst we have a license to import pork products and alcohol, you will not be allowed to bring this kind of products in the country. Those items will be confiscated at the customs.

Do you have any special menus for children?

Children's menus are available in all restaurants, bars and pools (except Infiniti-open to 16 years old and over only).

Baby food can also be arranged upon request, preferably prior to arrival.

What is the dress code for restaurants?

For the convenience of our customers, we kindly ask you to cover your swimwear at lunch. In the evening, dress code is smart casual.

Do you have smoking/non-smoking seating areas?

For your comfort, every outlet offers seating areas designated for smoking and non-smoking guests.

Do I need to book any events in advance?

To ensure the availability of seats, we do recommend that you book events such as Wine Cellar dinners or Private beach dinners as well as 30 Degrees prior to arrival.

Where can I get advice on wine selection or pairing on the island?

Our sommelier is available upon request to meet you at your convenience and give you advice based on your preferences.

I would like to organize a special event. What can the Waldorf Astoria Maldives do for me?

In addition to the private dinners on the beach, we can tailor the event of your dreams such as, a dinner on a deserted island, a private cruise, a dinner in your villa and many others. Your special event can be organized prior to or upon arrival through your villa host.

OTHER FACILITIES

What time does the water sport center open and does it offer motorized water activities like jet skiing?

The water sports center is open from 9:00 to 18:30 and offers motorized activities such as jet skiing, banana riding, water skiing and many more.

Canoeing, wind surfing and can be used free of charge for experienced guests. However if you need some lessons, there will be an additional charge. Catamaran is complimentary upon presentation of a boat license only.



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Do we have to bring our own snorkeling equipments? Can we borrow fins and masks? How much do we have to pay for this?

No only if you wish to do so. Waldorf Astoria Maldives offers snorkeling equipment free of charge. Please contact your Villa Host for further information upon your arrival at the resort.

What is the safest area around the resort for snorkeling?

Snorkeling around the island is safe, we recommend to snorkel on the reef near the jetty area inside the lagoon.

I read from trip advisor there is no house reef around the Waldorf Astoria Maldives, would you please confirm me on that?

We have a reef on the east and west side of the island, accessible through the jetty.

In addition, we offer snorkeling trips to various spots just minutes away from the resort, where rays, turtles and mantas (in season) can be seen. The resort offers complimentary snorkeling trips twice a week on Tuesdays and Fridays.

Is there a kids club in the resort? What are the opening times and from what age is allowed?

The Turtle Club is open daily from 8:00 to 18:00.

Children between 3 and 12 years old are welcome to join all activities. Children below 3 must come with a parent or a baby sitter

Is access to the Kids Club complimentary?

Yes, the Kids' Club is free of charge for all our young guests. Charges may occur for selected activities or babysitting.

How many pools are there at the Waldorf Astoria Maldives and what is the difference?

Amazon is the family pool on the island where kids can enjoy the large jungle pool. The food menu features salads and pizzas as well as homemade ice creams with a large selection of toppings. Beverages are fresh and exotic.

Infiniti is the place for tranquility and is only for guests over 16 years old. Infiniti features a food menu of light snacks and salads. Beverages are designer cocktails drawn from the illustrious heritage of Waldorf Astoria.