



Misool: How we are safeguarding against coronavirus and COVID-19

Updated 20 September 2020

NB: the epidemiological and regulatory situation is constantly evolving. As a result, this document is subject to changes and updates and will be reviewed on a weekly basis.

Misool is a private island resort, 165 km away from the nearest town and one hour by speedboat from the nearest village. We are surrounded by our own 300,000-acre marine reserve; there are few places more naturally isolated than Misool. Nevertheless, we understand that you would like to know more about how we are safeguarding against coronavirus and COVID-19 and operational changes that we have implemented.

All standards and protocols are informed by the latest guidance and information from the following bodies and organizations:

- **Health & Safety:** WHO (World Health Organization) & CDC (Center for Disease Control)
- **Scuba Diving Safety and Procedures:** DAN (Divers Alert Network)
- **Air Travel:** IATA (International Air Travel Authority)
- **Tourism & Travel:** UNWTO (United Nations World Tourism Organization) & WTTC (World Travel & Tourism Council)

Current situation at Misool

Misool Resort temporarily closed its doors on March 20th and entered full lockdown on April 1st. We have been proactively mitigating risks throughout this crisis and there have been

zero cases among guests or staff.

We have made several changes to our operations, using standards established by DAN, WHO, CDC, WTTC, IATA & UNWTO. We have developed specific protocols for social distancing and hygiene procedures. These are available as separate documents and an overview is provided below.

Hygiene and Social Distancing Protocols

What specific hygiene protocol have you put in place to control the risk of infection?

We have enhanced our hygiene protocols in several ways to respond specifically to the nature of coronavirus transmission. These include enhanced deep-cleaning procedures, increased frequency of disinfection and sanitation, and removal of non-essential items from communal spaces. We've established a training program for staff in accordance with WHO standards.

Key areas of focus include:

- High-touch areas
- Guest and staff accommodation
- All common-use areas
- Procedures within the kitchen and restaurant
- Daily recordkeeping

Please ask us if you would like to see our detailed hygiene protocol.

How will you implement social distancing measures at the resort?

Our private island resort is spacious and open and is constructed in a way which makes it easy to adhere to social distancing measures.

All communal spaces are well-ventilated and airy. Guests are housed in separate villas that are at least 10m (33ft) apart, allowing for natural isolation. We have no closed-in, air-conditioned spaces where guests are in close proximity to each other.

All guests and staff will be asked to follow the social distancing guidelines as set out by WHO and CDC. These include:

- Stay at least 2 meters from other people
- Do not gather in groups
- Use masks at times when it is not possible to stay 2 meters apart, such as during boat transfers and while in closed communal areas
- Refrain from physical contact with anyone outside of your travel group

- Make sure you and the people around you follow good respiratory hygiene. Cough or sneeze into your elbow or a tissue, and dispose of the tissue right away

Please ask us if you would like to see our detailed social distancing protocol.

Guest Responsibilities

- We kindly request all guests to be aware of their health in the two weeks leading up to their visit. Please self-monitor for any general feeling of illness, cough, fever or cold, or if you show any symptoms of coronavirus.
- If during this time you or anyone in your household contracts coronavirus, you must stay at home and self-isolate until you recover. In this eventuality, please inform our Reservations Team as quickly as possible and we will work through this with you
- Guests are required to present proof of a negative swab test within 72 hours of departure
- Prior to your trip you must register with the Raja Ampat authorities at the following website - <http://www.newnormal-rajaampat.com/>
- We ask that you familiarize yourself with all hygiene and social distancing protocols. These will be sent by our Reservations Team and will also be available in all guest accommodation
- Our staff are trained in new procedures which are implemented to keep our guests and staff safe. We ask that you cooperate with all requests from staff
- If you have previously contracted Covid-19 and are now recovered, please inform our Reservations Team

Infection control

- All visits to the island from non-Misool guests and staff have been prohibited since March 2020
- Our on-site paramedic checks and records the temperatures of all staff on a daily basis
- Staff rotations have been minimized to reduce all possible vectors for transmission. The normal four-week rotation period has been extended to two or three months
- Staff returning from a period of absence are checked for symptoms before they depart the mainland. All staff are required to quarantine on site and pass a rapid test administered by our on-site clinic before joining the rest of the team.

WHO: <https://www.who.int/>

Medical Care & Facilities

What medical facilities are available at the resort?

We have a small clinic on the property and our dedicated paramedic is available 24/7. These facilities are overseen by Australian doctor Dr Tony McMullen MB BCh MPH & TM, founder of Persada Health. Persada Health, based in Sorong, has been operating clinics in Papua since 2005, providing professional medical treatment in remote areas as well as direct linkage to on-call doctors.

What if I get sick at the resort?

Our paramedic will check all staff and guest temperatures every morning and will advise if medical attention or isolation is required.

In the event that isolation is needed, guests showing symptoms and all travel companions sharing the same accommodation will be asked to isolate in comfort in their villas. Medical attention and meals will be provided in villas.

We do our best to ensure minimal disruption to each individual by providing alternative accommodation to a symptomless travel partner as availability allows.

Tell me about your evacuation procedure for someone who gets seriously ill whilst at the resort?

The patient will self-isolate in the comfort of their own villa while arrangements are made for transportation to a medical facility in Sorong. In order to protect the staff and guests, private transportation will be arranged for the patient and their travel partner.

Comprehensive travel insurance is highly recommended, as the cost of a private speedboat transfer ranges from \$2,500- \$6,000 USD and this will be billed to the guest.

Our team will make all arrangements for the private speedboat transfer and will be able to provide the required receipts for insurance purposes. A staff liaison will be available to lend support in Sorong, facilitating communications medical professionals and providing logistical assistance as per the insurance provider's recommendations.

What happens if I develop symptoms on my final day? Do I leave the resort with the rest of the guests? Or stay on the island to complete my self-isolation period?

Should you develop mild symptoms near the end of your stay and wish to self-isolate at Misool, we will make every effort to accommodate your request. Following assessment and approval by our on-site paramedic, our team will arrange accommodation as availability allows.

Guests exhibiting symptoms on their final day who wish to depart as scheduled, will be asked to self-isolate in the comfort of their own villa while alternate transfer arrangements are made. In order to protect the staff and guests, private transportation will be arranged for the patient and their travel partner.

Comprehensive travel insurance is highly recommended, as the cost of a private speedboat transfer ranges from \$2,500- \$6,000 USD and this will be billed to the guest.

Where are the nearest hospitals?

The island has a small clinic with a dedicated paramedic. The nearest hospital is in Sorong, the town in which guests arrive and depart, and larger hospitals are located in Makassar, Bali, and Jakarta, all reached by domestic flights.

Oxygen is given to patients with severe symptoms – do you have a sufficient oxygen supply on the island?

Misool is well-equipped with large oxygen cylinders for emergency situations, as well as having portable oxygen cylinders on each dive vessel. Our supply is sufficient to provide to guests while emergency evacuation is arranged and throughout the transfer.

I am older with diabetes/heart/respiratory problems – can I still visit?

Your decision to travel should be made with careful consideration of global circumstances and recommendations from your country of residence. It would be prudent to discuss your concerns with your family doctor and obtain all of the necessary information to weigh the associated risks.

Please contact our Reservations Team; we will work through options with you to the best of our ability based on your travel preference.

Should I bring any specific medical supplies with me?

Please ensure to fill all prescribed medication and considering packing extra in case you are delayed in your return home. Besides this, the normal travel medication such as Tylenol, Vitamin C, Hydration packs, etc. are all good options. We have a well-stocked medical supply to deal with medical issues.

Diving & Snorkeling

How will this affect the diving at the resort?

We are following DAN's safety and hygiene procedures and constantly monitor for updated procedures and scientific research.

DAN: Disinfection of Scuba Gear and Covid-19

We will be taking the following specific measures:

- All dive gear is disinfected between each guest
- All dive boats are disinfected between each trip

- Small groups for each boat
- Guests are encouraged to utilize their villas following excursions to hang wetsuits and shower in order to maintain social distancing around the dive center

As COVID-19 affects the lungs, what is the latest information about diving and safety procedures?

Research on this is still in its infancy and it is likely to be studied for years to come. If you have previously suffered from COVID-19, or any form of lung disease, then it will be necessary to receive medical clearance from your medical practitioner as part of our safe diving practices. Our Reservations Team provide all diving guests with the RSTC Medical Clearance form for completion 3 months prior to arrival.

Will I still be able to rent equipment?

Rental equipment will still be available. We will be abiding by the most recent recommendations in regards to sanitizing from DAN. DAN also states the following on its [website](#):

If you're a diver using rental gear and would like to take extra steps to protect yourself from transmissible diseases, thoroughly wipe the following equipment with a household disinfecting wipe and then rinse with fresh water before use:

- *Regulator mouthpiece*
- *Snorkel*
- *BCD oral inflator*
- *The inside of your mask*

Is DAN still providing travel and dive insurance?

DAN is providing dive insurance, though travel insurance is currently unavailable. We still recommend using DAN for dive insurance and finding a different provider for comprehensive travel insurance.

DAN: [Coronavirus information for DAN Members](#)

Can I dive after a Covid-19 infection?

DAN recommends the following:

Determination of your fitness to return to diving after a COVID-19 infection will require assessment by your physician team confirming your full recovery and ability to safely perform unrestricted vigorous activity.

DAN: [Diving After COVID-19: What We Know Today](#)

Will I still be able to go on other excursions?

We will be continuing to offer a schedule of excursions for guests. We will modify our offerings to ensure that social distancing measures are adhered to and by removing all excursions that interact with the surrounding communities.

I would like to see a copy of your emergency response plan. Is that possible?

Yes - we can email you a copy of our Emergency Response Plan which is found in every villa.

Travel

I'm nervous about air travel – is it safe?

Our recommendation is that you contact your preferred airline and check that they have standards in place that follow guidelines set by WHO and IATA regarding air travel.

From IATA website:

While the risk of catching an infection on an aircraft is typically lower than in a shopping center or an office environment, there are simple measures you can take to further reduce the risk when traveling: wear a mask, clean your hands regularly and check-in online to minimize contact at the airport.

And important to know: nearly all planes today have very sophisticated air filters which catch 99.99% of particles, including viruses like COVID-19. The cabin air is also replaced with new fresh air from outside every two to three minutes. This means that what you breathe onboard is the same quality as in an operating room at a hospital.

Put it all together and flying remains one of the safest travel alternatives even during COVID-19.

Finally, you must not travel when you are ill. Should you experience symptoms during or after a trip, seek medical attention. Most governments also provide clear instructions.

Source: <https://www.iata.org/en/youandiata/travelers/health/>

What about arrival/departure procedures in Sorong?

Once you arrive in Sorong you will be met by our own guest handling staff and taken in our private cars immediately either to our transfer boat or to our café depending on the time of your arrival.

During transit, both in vehicles and onboard the transfer vessel, we will provide masks and ask that you wear them for the whole journey. Hand sanitizer will be provided throughout. Upon arrival our management team will give you a full briefing.

Following departure from Misool, guests will be taken directly to their hotel in Sorong. The

Swiss-Bel Hotel is spacious, has its own restaurant and provides room service. The hotel has its own COVID-19 policy, which it continues to adapt. This includes temperature checks and hand sanitizing prior to entry, mandatory face masks and physical distancing while inside the hotel, social distancing observed in restaurant area and there is no longer a breakfast buffet.

What happens if my trip is cancelled due to travel restrictions in my home country?

Please contact our Reservations Team and we will work through this with you. We advise that you familiarize yourself with our Cancellation Policy at the time of booking. We are constantly reviewing our Cancellation Policy and our Reservations Team is in frequent contact with our guests in the four months prior to their visit to assess options for travel.

Please ask our Reservations Team to see our Cancellation Policy.

What happens if I develop symptoms during my travels to Indonesia?

You will need to follow the guidelines mandated by the specific country or region you are in and ensure that you follow the CDC recommendations.

CDC: [What to do if you are sick](#)

At your earliest convenience, please contact our Reservations Team to inform them of the situation. We will work with you to find a solution regarding your planned visit.

My home country recommends only essential travel to Indonesia. Can I still book with you?

Travel will be a personal decision which needs to be weighed carefully in consideration of the current global situation.

Please ask our Reservations Team to see our Cancellation Policy.

I can't get travel insurance – can I still visit?

We strongly recommend comprehensive health and travel insurance that covers coronavirus-related issues.