

Welcome to Park Hyatt Maldives Hadahaa

We are delighted that you have chosen to spend this time with us. Hadahaa is a place of undisturbed natural beauty and privacy. Just miles from the Equator, this pristine island sits at the heart of North Huvadho, one of the largest and deepest atolls in the world.

Due to our unique and remote location, the underwater world here is untouched and alive with diverse marine life and coral species. Just inches below the turquoise waters of the Indian Ocean, you are welcomed to discover our untouched house reef and explore an underwater world like you have never seen before.

Of course all of these natural wonders and the understated luxury of the Park Hyatt brand that you expect would be incomplete without our associates, brought from near and far to attend to your every need. Our team aims to provide you with a pure and unforgettable Maldivian experience so please feel free to call upon us at any time.

For our services, dial '0' for our Guest Services.

We wish you a memorable experience and a very pleasant stay with us.

With warm regards

Park Hyatt Maldives Hadahaa Team

RESORT INFORMATION

INFORMATION & SERVICES

AIR CONDITIONING

As part of the commitment, adjusting your thermostat to 23 celcius can make a big difference in conserving electricity.

We encourage you to conserve energy by switching off the air-conditioning when you leave a room.

BABY SITTING SERVICE

Our team will be pleased to assist you with any child requirements you may have. Please contact our Guest Services team by dialing '0' for more information.

BATTERIES

Please dispose of your old batteries by giving them to our Guest Services team.

BAGGAGE SERVICES

Our Guest Services team co-ordinates the delivery of your luggage upon arrival and its collection in advance of your departure.

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BEACH AND POOL SAFETY

While the beaches at Hadahaa are safe for swimming, we strongly recommend that you take note of the tidal conditions before swimming. Should you choose to swim outside the reef, please note that strong ocean currents may occasionally be a danger. For your safety, please remain in the lagoon during rough weather or when swimming or snorkelling unaccompanied. Kindly be advised that there are no full time life guards patrolling the beach or swimming pools. Life jackets have been provided in your villa for emergencies. Buoyancy jackets are available at Blue Journeys Dive and Activity Centre for your convenience. Infant life vests are also encouraged and are available upon request. Swimming is at your own risk.

Pool opening times are 7:00 am – 7:00 pm (please be aware that pool maintenance and treatment takes place post 7:00 pm).

INFORMATION & SERVICES

BOUTIQUE

The Boutique offers both beachwear and outerwear for men, women, and children. Items range from kaftans, T-shirts, dresses, sarongs and more. We also have an impressive range of global brands in a wide selection of leisure and sportswear, exquisite jewellery and sunglasses.

Boutique hours are from 9:00 am – 9:00 pm.

CASHIER

Foreign Currency and Traveler's Cheques will be accepted for payment of accounts only. We are not licensed to sell foreign currencies. Payments may be made at Guest Services based on the resort's current exchange rate. Please be advised that personal cheques will not be accepted for account settlement.

CREDIT/ CHARGE CARDS

We accept Visa / Mastercard / American Express & Union Pay – China.

CHECK OUT

Check-out time is 12:00 pm island time. Should you be leaving on a late flight, our Guest Services team will check in advance to provide you with a later check-out time if possible, and will inform you a day prior to departure.

Please note that this will be subject to resort occupancy.

We will do all we can to assist you in this regard or ensure alternative arrangements for your convenience.

INFORMATION & SERVICES

DHIVEHI

Dhivehi is an Indo-Aryan language spoken by the people of Maldives. Many languages have influenced the development of Dhivehi through the ages, most importantly Arabic. Others include Malayalam, Hindi, French, Persian, Portuguese and English.

Our local staff members on the island will be delighted to share their language with you and introduce you to the fundamentals of Dhivehi.

DIGITAL MEDIA HUB

Using our Stereo Bluetooth Amenity:

1. Enable Bluetooth in your personal media player by selecting Bluetooth "ON" in your player's general settings

2. Turn on the TV and press the on the TV remote control to access the MediaHub

3. Press and hold the MediaHub's Bluetooth button (located above the Bluetooth logo) for five seconds, until a four-digit PIN number appears on the screen

4. Input this number into your media player and pair your device

5. To play the MediaHub music through the theater system:

- Step 1: Power on the DVD player
- Step 2: Press FUNCTION button from DVD player remote
- Step 3: Select VIDEO from the options

6. Note: Keep your personal media player within 5 meters of the MediaHub panel

INFORMATION & SERVICES

How to connect to MediaHub TV

1. Power on the TV
2. Press button from TV remote
3. When you press this button you can see the input devices on the left side of the TV screen
4. Select HDMI 3

Connect Portable Electronics to the TV using the Ports on this Panel:

Switch between devices by pressing the LED buttons

Composite Audio/Video

Plug in any iDevice, MP3 Player, DVD player, game console, digital camera

S-Video

Plug in Super Video enabled video cameras, digital cameras and laptops

Mini Stereo Jack

Any device with a headphone jack

VGA (RGB)

Laptop computer

HDMI

For high definition video and audio playback

USB (5v) Power

Charging outlet for USB-powered electronic devices

INFORMATION & SERVICES

DOCTOR

We have a resident Doctor available 24 hours. Should you require any medical assistance please contact our Guest Service team by dialing '0' on your villa phone and they will contact the doctor on your behalf.

ELECTRICITY

The electric current is at 230V and 60 cycles. All electricity is produced by the resort generators and we would appreciate all your support in conserving use of this precious resource during your stay by using energy wisely.

FITNESS CENTRE

This bespoke wellness studio offers state of the art Techno Gym & ARKE Core Centric Training equipment.

Open 24 hours

FLORIST

Flowers for any occasion are available with 72 hours notice as they will be brought in from Malé. Please contact our Guest Services team by dialing '0' from your villa phone for more information.

GUEST SERVICES

All resort services will be organised through our Guest Services which is located next to The Boutique. Please dial '0' for Guest Services from your villa phone.

HADAHAA WATER

In line with our endeavour to be eco-friendly, Hadahaa bottled still and sparkling water is produced on the island using the classic crystal purification system. The bottle is reusable, saving Park Hyatt Maldives Hadahaa from disposing about 100,000 of plastic bottles each year.

We will provide our Hadahaa Water complimentary in your villa, main pool and main beach. Our Housekeeping Team will replenish the bottles twice daily.

INFORMATION & SERVICES

HOUSEKEEPING

Our villa attendants provide services twice a day to clean and tidy your room. This service normally occurs between 9:00 am – 2:00 pm and 6:30 pm – 9:00 pm.

If you prefer for us to service your room at other time periods during the day, we would be delighted to accommodate your request. In line with our environmental commitment, we encourage you to participate in our energy conservation program where all your linen and towels will be replaced every second night of your stay rather than daily.

Should you wish to change your linen and towels daily, please place the Conserve card on your bed and put your towels on the floor.

Please contact Guest Services for any other item which may provide an added comfort or convenience to you during your stay.

INTERNET SERVICE

Wi-Fi is complimentary and available in all villas and public areas. Our Guest Services will be happy to assist you with establishing a connection should you have any difficulties.

IN-VILLA DINING

Our In-Villa Dining service is available 24 hours.

ISLAND TIME

To maximise the amount of sunshine in your day, we operate on Island Time. Park Hyatt Maldives Hadahaa time is set one hour ahead of Malé time. Please set your watch one hour forward when you arrive and one hour back as you depart from the resort.

INFORMATION & SERVICES

LAUNDRY SERVICES

We offer same-day laundry services for garments handed in before noon. Due to the harsh impact of dry cleaning chemicals on the environment and our philosophy in this regard, we do not provide a dry cleaning facility at the resort. Laundry bags are located in the wardrobe for your convenience.

Please inform our Guest Services team when you would like them collected. Alternatively should you prefer, your villa attendant will be happy to complete and submit the laundry on a daily basis on your behalf if requested.

Laundry is charged at the rates listed on the card in your room. An express service is also available upon request between the hours of 8:00 am and 6:00 pm.

Items will be returned within three hours. This service is subject to a 50% surcharge. One-hour pressing services are offered throughout the day for your convenience.

LOCAL CUSTOMS

Please feel comfortable to dress as you wish on the island while respecting the fact that any form of nudity is banned in the Maldives and carries a fine. This includes topless sunbathing.

We recommend our female guests visiting local islands to cover their shoulders and thighs and not wear see-through clothing, out of respect for local culture and customs. We request that in the bar and the restaurants, our female guests also wear a cover up over bathing suits and that men cover bare chests.

LOUNGE & LIBRARY

Our Guest Services Lounge and Library offer satellite television, internet access and a selection of magazines. We also offer classic books and a specialised research section on the history and evolution of the Maldives. For your entertainment you will also find a selection of movies and music discs.

INFORMATION & SERVICES

MALÉ

Malé is the capital of the Maldives with a population of approximately 110,000 people. Malé, which is only 1.77 square miles in size, is said to be the most densely populated city in the world.

MOSQUE

A mosque is available for Muslims to use on the island. If you would like to attend daily prayers, please advise Guest Services by dialing '0' on your villa phone who will arrange for a person to guide you to the mosque for prayer.

NON-SMOKING

Please be advised that out of respect for other guests, it is our policy to provide a smoke-free environment within our restaurant dining areas, therefore smoking is not permitted in The Dining Room or The Island Grill. All our villas are non-smoking and should you wish to smoke you will find an ashtray placed upon the table of your outdoor terrace.

OVERWATER VILLAS

To ensure safety, children under the age of 12 are not permitted to stay in our Overwater Villas.

PERSONAL BAR

Every villa has a fully stocked personal bar. We would be delighted to further customise your bar to your preference. If you would like to mix your own cocktails, selected alcoholic beverages are available.

Please advise your preference to the Guest Services team by dialing '0' on your villa phone.

PETS

Pets are not permitted on the island.

SUNRISE/SUNSET

The sun rises at approximately 7:00 am and sets at approximately 7:00 pm.

WEATHER FORECAST

To view the weather forecast in the Maldives, please click on the link below.

<http://www.mondomaldives.it/Meteo/forecast.asp>

RESORT FACILITIES

RESTAURANTS AND BAR

THE DINING ROOM

At The Dining Room, our globally inspired à la carte menu changes seasonally to best showcase the bounty of fresh local ingredients. Located next to the infinity pool with breathtaking ocean views, this is a great place to enjoy a leisurely yet satisfying breakfast before heading out on your day's adventure.

You could watch the sun cascade down into the Indian Ocean or even sit on one of our comfortable sofas and enjoy a gourmet meal while enjoying a beautiful sunset.

Open 7:30 am to 10:30 pm
Daily

THE ISLAND GRILL

Feel the sand under your feet as you watch chefs grill delicious meals over open fires at The Island Grill. This Maldivian-inspired grill restaurant serves premium meats and seafood grilled over charcoal from sustainable woods and complements the open kitchen décor where guests can watch chefs at work.

Located amidst lush greenery in tranquil surroundings, enjoy the spectacular Maldivian ocean view while sipping champagne and enjoying an intimate dinner with your loved ones.

Open 7:00 pm to 10:30 pm
Closed every Tuesday & Saturday

RESTAURANTS AND BAR

KOI AT THE DRIFT

Koi at The Drift is an intimate overwater Japanese restaurant overlooking the beautiful horizon of the Indian Ocean. With an open kitchen where you can interact with the chef, Koi at The Drift has been designed to create an exceptional dining experience whilst exhibiting a vibrant ambience.

Offering more than ten types of fine selection of sake alongside freshest, high-quality sushi and sashimi inspired by the best in Japanese cuisine.

Open 7:00 pm to 10:30 pm
Closed every Tuesday & Saturday

CHEF'S GARDEN TREEHOUSE

Experience the simplicity of living off the land as you pick your own tasty and nutritious organic vegetables for your dinner in this unique dining experience. Located 5 metres above the shore, the Chef's Garden Treehouse features an all-plant-based menu with ingredients sourced from Hadahaa's own organic garden or from within the atoll.

You can watch the sunset over the ocean from the tree house while enjoying a delicious meal.

Open 7:00 pm to 10:30 pm
Daily

RESTAURANTS AND BAR

THE BAR

Live your dream vacation at our luxury resort in the Maldives. Relax in one of the beach cabanas overlooking crystal clear waters, or enjoy refreshments as you watch the sunset while sipping on a signature drink from the local-inspired concoctions crafted by our bartenders.

With a selection of gourmet meals available at all times, this is an experience you will want to remember.

Open 10:00 am to late
Lunch 12:00 noon to 3:00 pm

PRIVATE DINING

The natural beauty of our island is reflected in the charm and ambience of our private dining locations. These venues are great places to enjoy a meal under starlight with both sunset views and ocean breeze.

FACILITIES

THE VIDHUN SPA

This is an exclusive, Maldivian-inspired spa retreat with five dedicated couples treatment villas offering massages, skin care and beauty treatments.

A tranquility pool adjacent to a spa garden where wooden cabanas nestled amidst the lush vegetation offer shelter for relaxed bodies and minds to revitalise.

Open 9:00 am to 9:00 pm

YOGA

The resort has an onsite yoga instructor conducting both private and scheduled sunrise and sunset yoga classes. Please refer to your host for more information or to sign up for a class.

FITNESS CENTRE

This bespoke wellness studio offers state of the art Techno Gym & ARKE Core Centric Training equipment.

Open 24 hours

BLUE JOURNEYS

Our onsite PADI 5-Star Dive Centre offers a range of dive programs and courses for all ages and experience levels.

Our Activity Centre offers a range of tailor-made cultural excursions to educate and showcase the authentic Maldives.

Open 8:30 am to 7:30 pm

DIALING INSTRUCTIONS

RESORT DIRECTORY

GUEST SERVICES & EMERGENCY

Dial 0

GUEST VILLA

Dial 1 + Villa Number

LONG DISTANCE CALLS

Dial 9 + City Code + Number

INTERNATIONAL CALLS

Dial 9 + 0 + Country Code + City Code + Number

Australia	61	Korea (North)	850
Austria	43	Latvia	371
Azerbaijan	994	Lithuania	370
Bangladesh	880	Malaysia	60
Bosnia & Herzegovina	387	Maldives	960
Brazil	55	Mexico	52
Canada	1	Netherlands	31
China	86	New Zealand	64
Czech Republic	420	Russia	7
Croatia	385	Saudi Arabia	966
Denmark	45	Singapore	65
Estonia	372	South Africa	27
Egypt	20	Spain	34
Finland	358	Sri Lanka	94
France	33	Sweden	46
Georgia	995	Switzerland	41
Germany	49	Taiwan	886
Hungary	36	Thailand	66
Hong Kong	852	Ukraine	380
Italy	39	United Arab Emirates	971
India	91	United Kingdom	44
Indonesia	62	United States of America	1
Japan	81	Yemen	967
Korea (South)	82	Zimbabwe	263

RESORT SAFETY

RESORT SAFETY

As we are concerned with your well being while staying with us, we ask that you familiarize yourself with the following tips.

EMERGENCY PROCEDURES

In the unlikely event of an emergency, please dial '0' immediately to notify the Guest Services team. Our Emergency Response Team will then be alerted.

Further details outlining our safety measures and procedures can be found on the back of your villa door, where you will see an Emergency Evacuation map. We would appreciate if you could please make the time to review this information once you have settled in.

FOGGING

In order to control insects on the island, we schedule fogging early morning and evening on a daily basis. This service incorporates a 'fogging machine' which generates insecticide vapours or mist to eliminate mosquito breeding.

The insecticides used are permitted for public hygiene, produced in the United States of America and meet the requirements of the USA and European hygiene standards and are approved by the World Health Organisation.

KEYS

For your security we recommend you leave your villa keys with our Guest Services team whenever you leave the resort for diving, excursions, activities or other off-site experiences. Should you require an additional key, please contact our Guest Services team.

LOST & FOUND

The Housekeeping team will be pleased to assist you in tracing your lost property. Please contact our Guest Services by dialing '0' on your villa phone for assistance.

SAFETY

Warning signs around the hotel are intended for your safety; we ask that you read and obey them.

SAFETY DEPOSIT BOX

Your villa is provided with a personal safe. Instructions for use can be found in the safe. We request that your cash or valuables are kept secured in the safe throughout your stay as cash and credit cards are not required within the resort as we operate a cashless system in our restaurants. The resort will not be held responsible for any lost, damaged or stolen property.

Our Guest Services team will provide a gentle reminder to collect all your belongings prior to departure.

SEA STRINGERS

Although not present in large numbers, we do occasionally get sea stingers and jellyfish in the waters around Hadahaa.

- A crown jellyfish –this is large and firm with an unusual spiked crown-like structure on the top of the bell. They are beautiful to see underwater, a light purple colour with orange mouth organs. They have short tentacles and their large size means that they are easy to see and avoid when in the water. They can sting, but are not considered to be seriously dangerous.
- Juvenile Portuguese Man-of-War, Similar to jelly-fish, these animals can inflict a painful sting. The body is made of a transparent bubble that floats on the surface with one long dark blue tentacle that can be about 1 meter in length and very fine, making them hard to see. This species is not able to swim, it simply floats on the surface and may become washed up on the beach. Even once broken or out of the water, the tentacles can continue to sting. Symptoms should be treated immediately, hot water (+ 40°C) to inactivate the venom and a steroid cream can be obtained from the doctor.
- A by-the-wind-Sailor, which looks similar to the Portuguese man-of-war, its body consists of a blue disc and a firm triangular “sail”. This species does not have tentacles and cannot sting.

We encourage you to exercise caution while swimming and we would be more than happy to provide a wetsuit so you can continue to enjoy the snorkelling on our house reef.

If you would like any further information about the jellyfish or would like to arrange a reef exploration trip to snorkel in a different area of the atoll please contact our Marine Biologist and the team at Blue Journeys Dive & Activity Centre.

SNORKELLING

It is not advisable to snorkel during low tide as you may injure yourself on the corals as well as damage them. By standing on the ocean bottom whilst snorkelling you will also damage the corals so please take extreme care.

If you require any further information about this amazing life form and underwater creatures, please do not hesitate to contact our associates at Blue Journeys Dive & Activity Centre.