



COVID SAFETY & SECURITY

Kia Orana from The Cook Islands,

We wanted to reach out to you all personally and let you know what we are doing here at Nautilus Resort to support you and your travel plans to visit the Cook Islands.

As the situation

around novel coronavirus (COVID-19) continues to evolve, it is our primary goal to ensure we do as much as we can to ensure your safety, peace of mind and maximum flexibility with your travel plans.

To date, we are fortunate the Cook Islands has remained free of COVID-19, and our government, tourism operators, local businesses and our community are doing all we can to keep it this way for as long as possible. The Cook Islands residents will have vaccination completed by June 2021.

TRAVEL WITH CONFIDENCE

TRAVEL SAFETY

The health, safety and security of our guests and team members is, as always, our highest priority and we will continue to follow best practices and take all precautions within our Resorts by maintaining the highest standards of cleanliness and hygiene, following Cook Islands government required standards as a minimum.

These include:

- Continuing to uphold stringent cleaning and hygiene practices across our Resorts.
- The use of highest quality grade cleaning products as well as antibacterial hand sanitisers across the resorts.
- Enhanced operating procedures and briefings for our teams daily to ensure the utmost care and understanding for our customers and our teams.

TRAVEL FLEXIBILITY

With these unique circumstances, the adjustments that we have made to our standard booking policies to allow for possible travel disruptions due to Covid-19 during this time, we hope will give you complete peace of mind.

Government Travel Restrictions. We will waive our standard date change and cancellation policies if you are denied entry into the Cook Islands as a result of COVID-19 travel restrictions imposed by our government and will assist you to rebook for alternative date.

CHANGES TO YOUR RESERVATION

If you need to make changes to your reservation and have booked directly through our resorts, please contact our **Reservations Team**:

Email: res@nautilusresortrarotonga.com

Phone: +682 25125 +682 58724 Tollfree from NZ 0800 578 295

If you have booked through another travel site or agent, please contact them for assistance. You can be confident that we will be doing everything we can to assist them for you.

In all this uncertainty, we know that positive spirit and understanding is most powerful right now. No matter when you are travelling, our team here to welcome you with the Kia Orana Spirit!

Wishing you safe travels.

Warm Regards,

Paul & Jane Pearson