

All you need to know about our Covid-19 Update

Coronavirus/Safe to Travel Q&A

Is Atlantis, The Palm open?

Atlantis, The Palm has now reopened most areas of the resort. Temporary closures are still in place in the following areas:

- ShuiQi Spa wet facilities (steam, sauna and jacuzzi)
- Kid's Club and The Zone
- Food & Beverage outlets including TEN Bar and Terrace, The Edge, TBJ, Shawafel, Beach Buns and Ayamna.

As per government guidelines, all guests are required to make a booking prior to a stay, dining, visiting Aquaventure or the spa. To make a reservation please visit www.atlantis.com/dubai or call +971 4 426 2000.

For updates on openings and times, please continue to check our website or social media for the latest news <https://www.atlantis.com/dubai>

Are pools and beaches open?

Yes. In line with the Dubai Government's guidelines all pools (The Royal Pool, Zero Entry Pool and WHITE Beach infinity pool) as well as all beaches are now open. The capacity in all in-resort pools will remain limited to one person per four square metres and a minimum of two metres social distancing will apply. Families are permitted to sit together as well as groups of up to five guests.

Does my stay include entry into The Lost Chambers Aquarium and Atlantis Aquaventure?

Yes. All stays at Atlantis, The Palm across all room categories include daily complimentary access to Atlantis Aquaventure (Wednesday - Sunday from 9am – sunset). The Lost Chambers Aquarium (Thursday- Sunday from 10am – 9pm) and (Monday- Wednesday from 12:00pm-9:00pm) . There is no need to book these experiences in advance and we will provide your wristband upon check-in.

What happens if I stay at Atlantis, The Palm on a weekday and Aquaventure is closed?

The room rates at Atlantis, The Palm reflect the inclusion of Aquaventure, this means that depending on when you stay with us, the rate you pay for the room will be either inclusive or exclusive of waterpark access.

Are children permitted in-resort and what activities are they able to do?

Yes. Children are now permitted to stay at Atlantis, The Palm as well as access all areas of the resort including the pool and beach. Children are also invited to visit all in-resort attractions including Atlantis Aquaventure, The Lost Chambers Aquarium and Dolphin Bay under the supervision of an adult. Little Atlantis Playground is also now open.

When will the other areas of the resort be reopening?

At this stage ShuiQi Spa's wet facilities, Kid's Club and The Zone remain temporarily closed until further notice as per direction by the United Arab Emirates government and Dubai authorities. Rest assured we are monitoring the situation and we will continue to ensure our policies and procedures reflect the best available information from the United Arab Emirates government and Dubai authorities.

For updates on openings and times, please continue to check our website or social media for the latest news <https://www.atlantis.com/dubai>

What is the resort's Cancellation policy?

New and existing room bookings – stays between until 30 September 2020

We understand that a lot of uncertainty remains surrounding travel and we continue to be committed to ensuring our guests affected by COVID-19 have flexibility in their travel options. Therefore, we have reviewed our cancellation policy to provide our guests the most flexibility we can during these challenging times.

With this in mind Atlantis The Palm, Dubai will waive all cancellation and change fees applicable to all existing and new bookings for stays until **30th September 2020**.

If your booking falls outside of these dates, the normal cancellation policy applies as detailed in the booking terms and conditions; including all bookings from **1st October 2020 onwards**.

Please email us on dxb-callcenter@atlantisthepalm.com to be able to assist you further.

The Airline has cancelled my flight/ the Airline has suspended flights. What happens now?

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I have heard the UAE borders are now open. Can I travel to Dubai?

As per government guidelines, Dubai has welcomed international tourists from 7th July 2020. Arrivals are subject to Dubai Airports' official flight schedule and subject to airports being operational at your departure destination. Your travel will also be subject to the guidelines in your own country of departure. Upon arrival to Dubai airports, all tourists will be required to present a recent COVID-19 negative certificate (valid for 96 hours) or undergo testing at the airport. All positive COVID19 cases will be quarantined for 14 days with travellers bearing the costs of treatment and isolation. All tourists must also have international health insurance coverage before traveling and are required to register their details in the COVID19 DXB app. For more information on arriving into Dubai, please **[click here](#)**.

What hygiene precautions and medical care policy has Atlantis, The Palm put together to protect its guests?

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the continued safety of our guests and associates. Please visit **www.atlantis.com/dubai/about/health-sanitation** for a full overview of the health and safety measures being taken in resort.

Do you have any stay offers running at the moment?

Your Summer Re-Imagined

Our staycation resident offer starts at AED 555++ on weekdays and AED 795++ on weekends. For bookings including breakfast and/or half board children will dine for free and a 200AED credit will also be provided to spend in-resort (not included on room-only, Imperial Club or Suite bookings). All bookings will also include daily complimentary access into Aquaventure Waterpark (from Wednesday to Sunday only) and The Lost Chambers Aquarium per each night's stay. For further details or to book, please visit www.atlantis.com/dubai/uae-resident

Couples Package

Our couples package starts at 1,288 AED and includes breakfast, daily complimentary access into Aquaventure Waterpark (from Wednesday to Sunday only) and The Lost Chambers Aquarium per each night's stay, a complimentary bottle of champagne, an upgrade to the next room category, late check-out and a 'Taste of Hakkasan' set menu for two. In addition, couples will receive a 200AED credit to spend in-resort (excluding retail). For further details or to book, please visit www.atlantis.com/dubai/uae-resident

WHITE Beach Staycation

Guests can re-energise with good vibes only with a two-night stay starting from AED 1,510. This includes breakfast, complimentary two-day access to WHITE Beach with guaranteed sun loungers, a lunchtime dining experience for two at WHITE Restaurant including a bottle of wine, and AED 200 in-resort credit. Guests also receive daily complimentary access into The Lost Chambers Aquarium per each night's stay. For further details or to book, please visit www.atlantis.com/dubai/uae-resident

Do you have any pool and beach offers running at the moment?

Guests who book any of ShuiQi Spa's latest pamper packages can add a pool and beach day to their treatment for just AED 100. In addition, a standalone pool and beach pass (without treatment) is just AED 150 per day for access to The Royal Pool, Zero Entry Pool and over 1km of private beachfront. To book, please visit <https://www.atlantis.com/dubai/shuiqi-spa-and-fitness>.

Is ShuiQi Spa & Fitness Centre open?

ShuiQi Spa is open weekdays 9am – 7pm and weekends 9am – 9pm for all treatments including massage, hair salon and nail treatments. For more information or to make a reservation please visit www.atlantis.com/dubai/shuiqi-spa-and-fitness. ShuiQi Fitness Centre is open weekdays 6am – 7pm and weekends 6am – 9pm and is complimentary for in-house

guests. We are also pleased to share that the showers and changing facilities are now available.

Aquaventure Waterpark, The Lost Chambers Aquarium & Marine Activities

Is Aquaventure open?

Yes. Atlantis Aquaventure is now open every Wednesday-Sunday from 9am–sunset. Daily entry is complimentary for in-house guests per each nights' stay, and we are offering special resident rates starting from AED 119 (AED 149 on Friday/Saturday) for adults and AED 99 (AED 129 on Friday/Saturday) for children when booked in advance online. Entry prices are more when purchased on the day at ticketing. To buy tickets, please visit atlantis.com/dubai.

In addition, individually wrapped towels will be provided on a complimentary basis and changing rooms and lockers will be limited. Guests are advised to take public transportation to and from Aquaventure as parking spaces are limited.

Is The Lost Chambers Aquarium open?

Yes. The Lost Chambers Aquarium is now open from 12pm - 9pm Monday to Wednesday and 10am – 9pm Thursday to Sunday. Daily entry is complimentary for in-house guests per each night's stay and we are offering special resident rates of AED 60 for adults and AED 40 for children. To make the most of our splash sale rates, you can purchase tickets at atlantis.com/dubai/special-offers/splash-sale.

Am I able to take part in a marine animal interaction? (including Dolphin Bay, Sea Lion Point and The Ambassador Lagoon)

Yes. Guests can skim into summer and once again enjoy all of the water-based experiences the ocean-themed resort has to offer with amazing discounts of up to 50 per cent off. To book tickets please visit atlantis.com/dubai/special-offers/splash-sale.

What happens if Aquaventure is closed on the day of my Dolphin Bay/Sea Lion Point interaction?

All interactions at Dolphin Bay and Sea Lion Point include complimentary entry to Atlantis Aquaventure. As the waterpark is currently open Wednesday to Sunday, if your interaction falls outside of these dates, you have the option to redeem your waterpark ticket up to 30 days after your visit. Just present your voucher at

Aquaventure ticketing counter on the day of your visit along with a valid Emirates ID.

Are children able to visit Atlantis Aquaventure, The Lost Chambers Aquarium and marine animal interactions?

Yes. Children are now permitted to take part in all of the above attractions under the supervision of an adult.

Do I need to book in advance if I'm an annual/season pass holder?

No. Atlantis Aquaventure season/annual pass holders are now invited to visit Atlantis Aquaventure every Wednesday-Sunday from 9am–sunset. Whilst no advance booking is required, the waterpark will be operating at a reduced capacity and entry will be first come first served.

I registered for a free Birthday entry pass and my birthday was during the closure – can I still redeem it now you are open again?

We will be honoring redemptions for up to 60 days from our re-opening date of Thursday 18th June. No advance booking is needed, just present your existing Birthday voucher at our Ticketing Plaza on date of redemption.

Are a limited number of guests permitted to Atlantis Aquaventure each day?

Yes, based on government restrictions, Atlantis Aquaventure will be operating at a reduced capacity. With this in mind, all guests who are not staying in the hotel are encouraged to purchase tickets in advance of their arrival at atlantis.com/dubai/ to avoid disappointment at the gate . (NB. Atlantis Aquaventure season/annual pass holders are not required to book in advance).

Is there parking/valet for Atlantis Aquaventure?

Parking will be limited. We therefore advise guests to take a taxi, Uber or carpool with friends to and from the park. Unfortunately based on restrictions pertaining to COVID-19, valet is not currently available for Aquaventure guests. For those that need to arrive by car, limited spaces will be offered in the Aquaventure car park, whereby guests can take a shuttle bus to and from the park. This shuttle bus is sanitised after every use and offers socially distanced seating. Children's buggy's can also be accommodated.

Will towels, lockers and changing facilities be available?

Individually wrapped towels will be provided to all guests on a complimentary basis. Changing rooms and lockers will be limited, so with this in mind guests are advised to pack light, avoid carrying valuables and come with their swimsuits already on.

Will the Surf's Up Waverider be operational?

Yes. The Surf's Up Waverider is open every Wednesday-Sunday from 9am–sunset. Use of the Waverider is included in the Atlantis Aquaventure ticket price.

Has Underwater Yoga in The Lost Chambers started again?

We're pleased to say it has! A first of its kind in the region and set against the mesmerising tranquility of the Ambassador Lagoon, guests are invited to take part in underwater yoga every Tuesday and Friday at 8 am. Surrounded by a majestic 65,000 sea creatures, guests have the opportunity to rejuvenate and restore in a unique aquatic surrounding practicing Hatha Yoga, a discipline that helps bring peace to the mind and body. The class is open to all different levels and is priced at AED 90 per person. Guests must bring their own towel and mat as per government guidelines. Ages 16+. For more information or to book tickets visit www.atlantis.com/dubai/shuiqi-spa-and-fitness/shuiqi-fitness/yoga-at-the-lost-chambers-aquarium

What hygiene precautions has Aquaventure and The Lost Chambers Aquarium put together to protect guests?

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the continued safety of our guests and associates. Please visit www.atlantis.com/dubai/about/health-sanitation for a full overview of the health and safety measures being taken in resort.

Food & Beverage

Are restaurants open at Atlantis, The Palm?

Atlantis, The Palm has now reopened most restaurants in resort. Temporary closures are still in place for the following restaurants: TEN Bar and Terrace, The Edge, TBJ, Shawafel, Beach Buns and Ayamna.

As per government guidelines, all guests are required to make a reservation prior to visiting. To make a reservation please visit <https://www.atlantis.com/dubai> or call +971 4 426 2000.

For updates on openings and times, please continue to check our website or social media for the latest news. <https://www.atlantis.com/dubai>

Do you have any offers running in your restaurants?

30% off your final bill with The Atlantis Circle

All Dubai residents dining with us as a day guest will receive 30% off their final bill if they download The Atlantis Circle app and sign up. This is the latest mobile app-based programme that rewards each of our most valued guests. The discount is valid across the entire resort on all Atlantis restaurants and in the Waterpark. Now you can enjoy Nobu, Hakkasan, Bread Street Kitchen, Ronda Locatelli, Seafire Steakhouse & Bar, WHITE Restaurant, Wavehouse with 30% off, a limited time promotion usually only offered to gold tier members. The Atlantis Circle mobile application, is available on the Apple App store and Google Play store.

Daycation this Summer at WHITE BEACH

For just AED 150 per person (AED 300 on Fridays), the latest WHITE Beach offer includes a sun lounger on WHITE Beach and access to the infinity pool and the spot's sandy shores overlooking the glittering Dubai skyline. In addition, price of entry is fully redeemable on food and beverage. 10:00am-7:00pm daily (excluding Tuesdays and Saturdays) . Strictly 21+. For bookings, please call 055-2004321. email: whitebeach@atlantisthepalm.com

Daydreamers/Nightdreamers at WHITE Beach

WHITE Beach is inviting the city's uncompromising soulful hedonists to unite at what's set to be, the only place to kick off the weekend in Dubai. Daydreamers takes place every Thursday 12pm – 4pm, ladies AED 200 including unlimited spirits and cocktails and gents AED 200 redeemable on food & beverage. Nightdreamers takes place every Thursday 7pm – 10pm, ladies AED 250/gents AED 300 including unlimited food & drinks.

What entertainment are you offering in your restaurants?

We are pleased to announce that in line with government guidelines bowling is now operational at Wavehouse. Guests can strike it lucky at the licensed bowling alley, where two lanes, comfy couches and state-of-the-art lighting promise family fun for all ages for just AED 70 per person. (5 people per game as per government guidelines). Bowling is on a first come first served

basis however to make a reservation for lunch or dinner, please visit www.atlantis.com/dubai or call +971 4 426 2626. All ages welcome.

In addition, the Surf's Up Waverider is now open every Wednesday-Sunday from 9am-7pm and 7pm-10pm via Wavehouse only. Daily use of the Waverider is included in the Atlantis Aquaventure ticket price or costs AED 100 per person for Wavehouse guests. Evening access to the Waverider via Wavehouse costs AED100 per hour. The Wave Rider is on a first come first served basis however to make a reservation for lunch or dinner at Wavehouse, please visit www.atlantis.com/dubai or call +971 4 426 2626. All ages welcome.

Are there any brunches running?

We currently have three brunches running at Atlantis, The Palm:

Nobu Weekend Brunch

Nobu is now offering a brand-new Weekend Brunch, taking place every Friday and Saturday from 12pm-3pm. Non-alcoholic packages start from AED 345 per person and alcoholic packages start from AED 435 per person. To find out more or to make a reservation please visit www.atlantis.com/dubai/restaurants/nobu or call + 971 4 426 0800.

Sunkissed Beach Brunch at WHITE Beach

WHITE Beach is inviting the city's soulful hedonists to unite responsibly at the city's ultimate beach brunch. Taking place every Saturday, this four-hour beachside brunch begins at 1:00pm to 5:00pm and will feature house music and live DJ's, pool and beach access and unlimited food and beverages, starting from AED 249 AED per person for the non-alcoholic package, AED 299 for the alcoholic package for ladies and AED 349 for the alcoholic package for men. Strictly 21+. For bookings, please call 055-2004321. email: whitebeach@atlantisthepalm.com

Bread Street Kitchen Family Brunch

Winner of Time Out Kid's Best Family Brunch 2019, Fridays were made for family fun at Gordon Ramsay's Bread Street Kitchen and Bar. The BSK Family Brunch takes place every Friday 12:30pm-4:00pm. Packages start from AED 240 per adult and AED 105 per child including unlimited food and beverages. To find out more or to make a reservation. please visit

www.atlantis.com/dubai/restaurants/gordon-ramsay-bread-street-kitchen

Are there any ladies nights running?

DaySies Ladies Day at WHITE Beach

WHITE Beach is inviting the ladies of Dubai to join them under the sun and by the sea for DaySies ladies day. Taking place every Tuesday from 12:00 pm until 4:00 pm on the silky white, sandy shores of Atlantis, The Palm, guests can get ready for an afternoon of tanning, sipping and grazing – with plenty of entertainment thrown in too. For just AED 150, ladies can enjoy beach access as well as unlimited wine, cocktails, spirits and refreshing froze. Ladies will also be able to avail a 50 percent discount on a specially curated a la carte menu. Gentleman are welcome too, with the cost of their AED 150 entrance fee fully redeemable on food and beverage. Strictly 21+. For bookings, please call 055-2004321. email:

whitebeach@atlantisthepalm.com

What hygiene precautions has the restaurants at Atlantis, The Palm put together to protect its guests?

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the continued safety of our guests and associates. Please visit www.atlantis.com/dubai/about/health-sanitation for a full overview of the health and safety measures being taken in resort.

Are you serving shisha?

Yes, both WHITE Beach and Wavehouse will now be serving shisha under the guidelines as advised by Dubai Authorities.

Are there any changing facilities at WHITE Beach?

We are pleased to share that the showers and changing facilities are now available at White Beach.