

HOTEL GUIDELINES – COVID-19

Dear partners,

We invite you to go through this information to familiarize with all processes and measures that we know to date. The link below from Tourism Department is being updated regularly as things progress so you may always find the most accurate information on this web page : <https://advisory.seychelles.travel/>

On top of the Tourism Department guidelines and Constance Stay Safe SOPs, we would like to put emphasis on important measures that have been taken at hotel level to minimize the risk of Covid-19 transmission.

The measures below apply to **all our guests**:

(Attention: more details on restrictions for guests coming from **Category 2** countries on next page)



Restaurants & bars:

- Only guests from the same household or group may seat together
- QR codes available to access the menus on our Constance App
- No service at the counter in our bars



SPA:

- The Wet Area is closed
- No facial treatment available
- Booking required via phone or Constance App
- Temperature screening to be granted access



Gym:

- Booking are required to access the gym (1 hour slots)
- Temperature screening to be granted access
- Maximum of **3 pax** per room for **Constance Lemuria** and **6 pax** per room for **Constance Ephelia**



CKC:

- The Kids Club is closed
- Private baby-sitting arrangements can be made in open space only (not in the room)



Golf:

- Maximum of 4 pax per tee time
- Gap of 15 minutes in between tee off time
- Club Car can only be shared if 2 persons from the same household

Anse Georgette: (Constance Lemuria only)

- There will be no shuttle transfer to Anse Georgette
- No beach towel available at concierges; guests should take the beach towels from their room

Guests coming from Category 2 countries:

In this section you will find more details on how things will operate in the hotel for the guests coming from Category 2 countries as they will have to abide to further restrictions during the first 6 days.

First 6 days, until PCR test results are known – (Test on Day 5 but results on Day 6):

Guests **must stay in the hotel premises**; they are not authorized to leave the hotel compound for any reason - *apart on Day 5 to go at the hospital to perform their PCR sampling*

However, they can go out of their room and walk freely within the resort. They can also enjoy the hotel facilities with some exceptions as per below:

They are **NOT allowed** to access following facilities / use these services:

- SPA: no spa treatment / no beauty services
- GYM: no access
- CKC: no access / no baby-sitting
- BOAT HOUSE: no boat excursions / no diving
- FOH/Concierges: no car rental / no taxi as they will not be authorized to pass the gate

Restaurants / Bars:

- They are allowed in restaurants but FnB team has identified **specific sections of tables**

Beach / Swimming Pool:

- FnB team will allocate specific sections of beach beds as much as possible

Housekeeping:

- They will be allocated in specific blocks of rooms as much as possible to be easily identified
- The waste from these rooms should be double bagged for disposal

Weddings:

- Weddings can be celebrated with the same protocol as other guests (as per Civil Status guidelines)
- But hotel restrictions remain (eg. no hairdressing, no make-up services available)

As much as possible HODs will allocate **specific team members to take care of guests from Category 2 countries** until PCR test results are known.

Eg. Specific housekeeping attendants to clean the room and specific waiters to serve them in the outlets
(so minimum staff have to be quarantined in case of positive case)

PCR test on Day 5:

At **Constance Lemuria**, guests will need to make an appointment at Baie Saint-Anne hospital (20min)

We will assist the guests in making their appointment as we usually do for Exit PCR test

- For groups or VIPs we can make arrangement for the medical team to come to the resort

At **Constance Ephelia**, guests may make an appointment at Anse Boileau clinic (20min) but the PCR sampling can also be done within the hotel by the resort doctor

The **test on Day 5 is free of charge** for the guest **UNLESS** the guest wants to use this test as an Exit PCR test to provide the airline for departure. Then he will need to pay an administrative fee of SCR 500 to get a certificate

- If a guest needs an Exit PCR test any day before or after Day 5, he will pay the normal amount of SCR 2,500 to be tested and get a certificate
- Children below 12 years old and persons above 65 years old are exempted from the fee

The results should be communicated within **24hrs to 36hrs**: meaning results may be known late on Day 6.

Day 6 – Results: the test is negative

- Guest can enjoy normal vacation, no more restriction in hotel facilities and services, and no more restriction on movement = guests are considered the same as guests from Category 1 countries
- Guest may stay or may move to another hotel

Day 6 – Results: the test is positive but guest is asymptomatic

- The individual will be isolated in a designated hotel room and be tested again regularly, until cleared by the Health Authorities
- The rest of the family/group considered close contacts will be quarantined in their room for 14 days with PCR test done at the start and around day 12 to 14
- IRD meals to be delivered outside the room as per SOP
- *Authorities are working on setting up quarantine facilities so they can transfer asymptomatic guests in the future, information will be shared as it goes...*

Day 6 – Results: the test is positive and guest is symptomatic

- Health Authorities take over
- The individual need to be transferred to an isolation and treatment center
- Contact tracing, quarantine and testing of close contacts *same way as mentioned above in the “asymptomatic section”*

With regards to the costs, all tourists arriving in Seychelles are required to have insurance cover for COVID-19 related illness and/or quarantine. This should include costs for the period of isolation, as well as the costs for quarantine for close contacts who are tourists. End of quarantine tests for contacts will be provided for free by the Department of Health.