

THE RESIDENCE MAURITIUS

precautionary measures



Mauritius has been recognised as a safe travel destination by World Travel & Tourism Council

general measures.

- Hand sanitisers will be available
- Regular disinfection of all public areas, including door handles, lifts & taps
- Temperature checks for all persons entering the hotel (Guests, team members, suppliers, contractors, etc)

arrival.

- All drivers will wear masks and offer hand sanitiser to guests
- Guests will be required to wear masks as per local regulations during transfers
- Social distancing norms will be maintained during transfers from airport as per local regulations
- Airport vehicles will be disinfected after each trip
- Guests' luggage will be disinfected before being delivered to rooms
- Paperless and contactless payment will be encouraged

housekeeping.

- All rooms will be disinfected before guests' arrival
- Housekeeping staff will wear protective equipment during cleaning & servicing of the rooms
- Hotel's information will be available on TV or web
- All high touch areas including toilets/showers/wash basin/bath tub will be sanitised during room cleaning
- Stringent cleaning procedures for vacant dirty room prior arrival and after departure, avoiding back to back occupancy of rooms

restaurants & bars.

- Table layout will be as per social distancing norms for restaurant, bar and pool
- Menus will be available via QRcodes or on iPads which will be disinfected after each guest use
- Cutlery, Crockery & Glassware will be disinfected & sanitised after each use & then washed in dishwasher
- Napkins will be disinfected before it is washed in the laundry & it will not be handled by bare hands at any stage
- There will be a dedicated person to sanitise tables and chairs in restaurants and bars
- Deep cleaning will be done after each food service

kitchen.

- All staff will wear face mask & gloves inside the kitchen
- Fruits & Vegetables will be sanitised & stored in the chillers & freezers
- Buffet service will be kept to a minimum. Plated service will be prioritised
- If Buffet service, it will be individually portioned and served
- Food containers are cleaned, disinfected & sanitised properly

spa.*

- All staff will wear face masks during the treatments
- Treatment rooms will be disinfected after each treatment
- Spa Therapists will sanitise their hands before the treatment
- Temperature of guest will be taken before treatment
- Number of guests in hamman and sauna will be limited
- Beauty kits (*manicure/pedicure/facial*) will immediately be thoroughly washed after each use and sterilised in the steriliser or with ultra-violet light disinfection

dive & water sports.*

- Diving gear will be disinfected & sanitised after each use
- Snorkelling fins, masks & snorkels will be disinfected & sanitised after each use
- Excursions will be at reduced capacities adhering to social distancing requirements

kids club.*

- Team members will ensure a minimum number of guests/children for specific activities
- All equipment/toys used during each session will be well cleaned & sanitised

* OPERATIONS SUBJECT TO LOCAL AUTHORITIES' GUIDELINES

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