

STAY WITH PEACE OF MIND

POST COVID-19

SANITARY PROTOCOLS



STAY WITH PEACE OF MIND

We are committed to safeguarding your health and wellbeing during every moment of your stay.

Dear Esteemed Guest,

Following the recent events of the World Health Organisation's determination of the COVID-19 also known as Coronavirus, we have built on existing health and safety regimens to implement heightened sanitisation and hygiene measures throughout the resort.

In line with our Anantara Brand Programme 'Stay with Peace of Mind', we have a dedicated 'Guest Guardian' responsible for internal audits based on a series of rigid brand guidelines. The guidelines are fully compliant with several expert advisories including Ecolab and Diversey, global leaders in delivering excellence in cleaning and hygiene technology.

We will continue to fully adhere to health and safety measures as per local government guidelines and the World Health Organisation (WHO).

As part of the new initiatives, we have implemented enhanced levels of sanitation and the use of Environmental Protection Agency (EPA) approved disinfectants for the use against COVID-19 and other bacteria throughout all public areas, including lobby, reception, fitness centre, pool area and guest rooms, as well as in our heart of house areas.

We remain vigilant and continue to work with local health authorities to ensure that our hotel is prepared to take additional preventive measures should circumstances indicate.

Stay safe!

Sincerely,

Coetzer Deyssel
General Manager

LOBBY



- Temperature check and sanitation stations are in place in the lobby for guest use and safety
- Each station has a hand sanitizer refilled as required
- Our team members greet guests warmly with a regionally appropriate hand gesture (contactless)
- Our team members wear masks and are trained to disinfect items, areas and surfaces before and after guest usage
- We will be pleased to assist our guests about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself)
- Room keys are sanitised in front of the guest before handing it over
- Any document handed over by the guest (pre-registration card, credit card, IDs, passport) is sanitised. If feasible, the guest shall be allowed to swipe their credit card without team member having to touch it
- Each item is sanitised before being transferred to the room, especially all luggage
- Physical distance is maintained while escorting the guest to the room
- The telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres are available at the reception for use whenever there is the possibility that a guest may be ill



GUEST ROOMS



- All housekeeping attendants will wear masks and gloves at all times
- Rooms are rested for at least 24 hours between guest use
- Room attendants will use a new pair of gloves for each individual room, as well as different cloth for each room
- All room items are cleaned and disinfected thoroughly, with particular attention paid to high-touch items
- Team members accessing guest rooms shall use masks for their own safety and protection
- Hand sanitizer stations are available on all floors and public areas
- Some stationary are removed from the rooms however are available upon request
- A hygiene kit containing masks and hand sanitizer will be placed in the room
- Extra toilet paper rolls shall be removed once a guest has checked-out
- Turndown service is available upon request to facilitate minimal contact



DINING



- Hostess performs temperature checks
- There is a minimum of one meter spacing between tables in outlets
- Standard size hand sanitizer is available at the hostess desk
- Each outlet shall be disinfected pre and post service period. It includes all workstations, furniture, menus/bill folders, rest rooms, hostess desk and so on. This will be supervised and ensured by the manager on duty. Chairs, tables, menus are disinfected in between seatings.
- Hostess shall highlight to guests about safety procedure as displayed at the entrance before escorting them inside the outlet
- Hostess shall walk at a fair distance from the guest and show the table
- Hostesses and managers shall manage physical distancing at entries, waiting areas and queues
- Peak period queuing procedures shall be implemented when guests are not able to be immediately seated
- Our team members shall not pull or touch guest chairs
- Napkin service is suspended until further notice, no placing in a guest's lap or refolding
- QR code-based restaurant menus are available to download onto your own smart device as well as on our in-house televisions



SPA



- All spa team members will wear masks
- All product containers are sanitised before being used on the treatment
- Face cradles, tables, counter surfaces, cabin doors, door handles, light switches and music controls are sanitised between each treatment
- An individual face mask is available upon guest request for each treatment
- Proper protective equipment is worn at all times including face masks where appropriate
- Retail floor spaces is reviewed to ensure there is enough space for guests to navigate and maintain social distancing
- The spa team shall ensure that all areas are in line with brand standard hygiene and maintenance
- Well-trained cleaners are properly cleaning the spa to the highest standards



FITNESS CENTRE



- Gym usage is strictly limited to ensure physical distancing
- Gym is cleaned thoroughly and regularly to the highest standards
- Prebooking is highly recommended. Please contact the spa reception for your reservation
- All equipment are sanitized during supervised hours after each use

POOL

- Chaise lounge chairs will be sanitized after each use
- Towel desk, entry kiosks and all other desks and counters are sanitized at least once per hour
- Lounge chairs are set to adhere to appropriate physical distancing
- All food items are served by pool will be covered with a cloche



MORE INFORMATION



- Anantara Hotels, Resorts & Spas implemented sweeping new health and hygiene measures to reassure travellers of a renewed focus on guest wellbeing, wherever they choose to stay. A Health & Safety committee has been created to oversee the development and rollout of a new programme 'Stay with Peace of Mind' which builds on existing health and safety regimens to implement heightened sanitisation and hygiene measures.
- A team member has been appointed as 'Guest Guardian' to ensure the highest level of health and safety compliance at all guest touchpoints. The Guest Guardian and team members can arrange medical assistance and advise on local hospitals and medical care if required.
- All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and personal protective equipment and physical distancing awareness.
- Regular training with our team members will continue as the current situation develops.

For any further information, please contact us on **mauritius@anantara.com** or call us on +230 651 5000 for us to assist you.