

**Travel can seem a little complicated at the moment.
But really it just requires some extra planning.
Be sure to check your country's regulations.
Here's the status in our destinations:**

Mauritius

Great news! Mauritius is fully open! We compiled the most frequently asked questions below. We also invite you to consult the official Mauritius Tourism Promotion Authority website for the latest updates and more detailed information: <https://mauritiusnow.com>

La Reunion

Local friends, please simply follow the nation's protocol: social distancing, wear your mask when you move around the resort, sanitize your hands and follow the signs. The curfew is from 11 p.m. to 5 a.m. all week. For all travel during curfew, you must present a piece of identification as well as proof of temporary travel. Travellers from abroad will need to present a negative PCR test taken less than 72h prior to departure. They must also be fully vaccinated or present an overriding reason.

China

Over in China, the doors to our resorts and retreats are open to domestic travellers only, as borders remain closed for now. A health QR code is required upon check-in. Local travellers from high and middle-risk areas should check in with their region's regulations.

Maldives

The Maldives' one island=one resort has made it an alluring destination since day 1. You must present a negative PCR test taken less than 96h prior to departure and fill out an online health declaration (<https://imuga.immigration.gov.mv/>) and a Resort declaration form that should be emailed to Reservations less than 48h prior to arrival. For extra precaution, at LUX* South Ari Atoll, we require a PCR test on arrival at our seaplane lounge (free of charge). If your test comes back positive, you will be required to self-isolate for 14 days.

Travellers who are not vaccinated and who have been to Brazil, South Africa or certain South East Asian countries in the past two weeks have to wait for their PCR test results in their room before they can go out. This applies to children above age 6 as well.

If your home country requires a PCR test, we can do it from the comfort of our resort for USD 125 per test (the sample is sent to ADK Hospital in Male).

Mauritius is open I hear. What's the protocol?

From the 1st of October 2021, vaccinated travellers can travel to Mauritius quarantine-free. They must simply show a negative PCR test taken at least 72 hours prior to embarkation. Upon check-in, an additional antigenic test is required, as well as on day 5. We are happy to cover both tests per traveler per stay (kids included!) Once the first antigenic test is cleared, you are free to wander the island as you please.

Unvaccinated travellers are required to stay in an official quarantine for 14 days. After 3 negative PCR tests, they are free to wander the island on day 14.

I want to travel to Mauritius.

Which of your resorts can I stay in?

Vaccinated travellers and vaccinated locals can stay at LUX* Grand Gaube Resort & Villas, LUX* Le Morne Resort, LUX* Belle Mare Resort & Villas, SALT of Palmar, and Tamassa Bel Ombre. As from December, you can discover our new flagship, LUX* Grand Baie Resort & Residences.

I'm fully vaccinated. Do I need a PCR test?

Yes. You must present a negative PCR test taken at least 72h prior to boarding. If you are heading to a resort, you will only be required to take one antigenic test at the hotel upon arrival and one on day 5. We will happily cover the costs of these two tests. If you are not staying in a hotel/resort, you will be required to take a PCR test at the airport upon arrival.

Which vaccines does Mauritius recognize?

You must be fully vaccinated with any of the following: AstraZeneca Covidshield, AstraZeneca Vaxzevria, Covaxin, Johnson & Johnson, Moderna, Pfizer, Sinopharm, Sputnik.

For double vaccinations, the second dose must have been injected for at least 14 days. For single dose vaccines, 28 days before embarkation for Mauritius.

Or you must present an official document attesting that you have had a COVID-19 infection and can justify a dose of vaccine injected after infection at least 14 days prior to boarding.

What about the hotel staff?

Are they vaccinated?

All of our Team Members and their immediate families have been vaccinated. We also take daily temperature checks of all Team Members, as well as all precautions to prevent the spread of COVID-19.

Do I have to wear a mask?

A mask isn't required when you're at the pool, the beach, or seated at a restaurant or bar. However, you will need to wear a mask when you're going from one place to another.

Can I travel with kids?

Absolutely. Children under the age of 18 do not have to be vaccinated to enter Mauritius. However they will be required to present a negative PCR test taken 72h prior to embarkation (the PCR test can be performed in oro-pharyngeal up to the age of 6), one antigen test upon check-in at the resort, and one on day 5. We will happily cover the cost of these two antigen tests.

How do I get from the airport to the hotel?

After going through baggage claim, you can reach your hotel by organised transfer, taxi, rental car, or any other means of transportation. Just be sure to disinfect your hands, wear a mask and roll down the windows!

My home country requires a PCR test before boarding my return flight. Will that be readily available?

Yes. The test can be conducted at the resort and be collected by the private clinic at your expense. Just get in touch with us at Reception so we can schedule it for you.

These are the measures we take in our resorts to keep you, our Team Members, and our communities safe.

- All Team Members maintain protective measures
- Physical distancing protocol using signage and markings throughout the properties
- Hand-sanitising stations throughout the properties
- Increased cleaning and disinfection cycles to ensure optimal hygiene standards
- Daily temperature checks for everyone accessing the hotels at all entry/exit points
- A trained Covid-19 Officer responsible for ensuring compliance with each property's new operational regulations and procedures
- Doctor on call 24/7 and resident nurse available in all properties

Guestrooms

- Minibars will remain empty with a wide selection of items available upon request

Public Areas and Facilities

- Hand-sanitising stations throughout all public areas
- Frequent sanitisation of high-touch points areas using fogging equipment, electrostatic sprayers and wipes
- Regular sanitisation of high-touch areas (changing rooms, door handles, mirrors, hooks etc)

Public Bathrooms

- Automatic single-use tissue dispenser

Pool and Beach Facilities

- Re-arrangement of sunbeds to comply with physical distancing requirements
- Cleaning and sanitisation of sunbeds after each use with a "Cleaned and Sanitised" sign after sanitisation is completed
- Frequent sanitisation of outdoor showers

Restaurants & Bars

- Menus are presented either via iPads which are sanitised after each use and/or QR codes so guests can access our menus on their own devices
- Buffet area or live cooking stations shielded with glass protection screens (buffets will be discontinued in the medium-term to respect physical distancing)
- Table arrangements adjusted to allow for physical distancing in all restaurants and bars
- Sanitisation of tables will be carried out after each guest. Outlets are sanitised after each service

Spa

- Treatment rooms sanitised thoroughly between treatments
- In changing rooms, clean towels are arranged in individual lockers. Lockers and showers are sanitised after every use
- Seating and loungers are rearranged to enable physical distancing

Fitness and Wellness

- Advance booking for selected time slots required
- Thorough cleaning and sanitisation of all gym equipment in between time blocks
- Private fitness and wellness sessions indoors will be replaced by outdoor wellness classes (maximum 6 persons per class)

OUR CANCELLATION AND REBOOKING POLICY

Our Cancellation and Rebooking Policy for Mauritius and Reunion

Cancellation Policy

No penalty until 7 days prior to arrival, with a full refund of prepaid amounts.

Exception: No penalty until 14 days prior to arrival for the stay period 23.12.21 - 06.01.22, with prepaid amounts fully refunded.

Postponed Stays Policy

Should a guest not wish to cancel the booking, the guest is welcome to postpone their stay up to 7 days prior to arrival for stay dates until 31 October 2023.

Exception: Until 14 days prior to arrival for the stay period 23.12.21 - 06.01.22

The then applicable pricing and conditions, combinable with any active offers at the time of rebooking, will apply for the new stay dates.

Our Cancellation and Rebooking Policy for China

Cancellation Policy

No penalty until 7 days prior to arrival, with a full refund of prepaid amounts.

Postponed Stays Policy

Should a guest not wish to cancel the booking, the guest is welcome to postpone their stay up to 7 days prior to arrival for stay dates until 31 October 2023.

The then applicable pricing and conditions, combinable with any active offers at the time of rebooking, will apply for the new stay dates.

All of the above may be subject to change.

Our Cancellation and Rebooking Policy for the Maldives

Cancellation Policy

All reservations for arrivals until 31 October 2021 will not be subject to any cancellation charges until 7 days prior to arrival and any prepared amounts will be fully refunded.

For all reservations for arrivals from 1 November 2021, cancellations up to 40 days prior to arrival will be free of charge and deposits fully refunded.

Postponed Stays Policy

For postponed stays with original arrival dates between now and 31 October 2021, no rebooking charges will apply, and the new stay dates will be confirmed at the same originally booked rate for new stay dates up to and inclusive of 22 December 2021.

For new stay dates from 23 December 2021 onwards, these stays will be confirmed at the rate applicable and combined with any offers and promotions in force at the time of reconfirmation of the new stay dates.

THE LUX
COLLECTIVE