

Ambiance

THINK • FEEL • MAURITIUS



COVID-19
Sanitary Measures

COVID-19 Sanitary Measures



Introduction

Coronavirus disease is infectious and can be spread from one person to another mainly by respiratory droplets expelled from the nose or mouth when a person coughs or sneezes.

These droplets can be found on objects or surfaces around the infected person. Covid-19 can then be contracted if you touch these objects or surfaces and then touch your eyes, nose, or mouth.

The risk of getting Covid-19 from someone who has no symptoms is very low. However, many people with the disease have mild symptoms in the early stages of the disease (for example, a mild cough).

It is then possible to contract Covid-19 through contact with these people, even if they do not feel sick. Therefore, it is important to stay more than a meter away from a sick person.

Covid-19 Precautions

It is important to protect yourself and others from the infection. The best way to prevent and slow down the transmission is to be well informed and apply the following sanitary measures:



Wear your
masks



Wash your
hands
frequently



Avoid
touching objects
if possible



Always cover
when sneezing
or coughing



Practice
social/physical
distancing



Avoid touching
your eyes, nose,
and mouth

Covid-19 Symptoms



Fever



Stuffy nose



Sore throat
Dry cough



Fatigue
& Pains



Respiratory
problems



Diarrhea

MAURITIUS IS RE-OPENING!

AS FROM 01st OCTOBER 2021 ONWARDS



Vaccinated Guests



Full opening of the Island

Enjoy a stay in one of our amazing resorts

Freely explore our island and its attractions throughout your stay

You must present a negative PCR test taken within 72 hours of departure to be allowed entry to the island

Unvaccinated Guests



You must book a quarantine stay in an official quarantine hotel, including meals and transfers

You will be required to stay in your hotel room for 14 days and meals will be delivered to your room

You will undergo a PCR test on your day of arrival, day 7 and day 14

After a negative PCR test on day 14, you can freely explore the island and move to new accommodation or go home

SANITARY MEASURES

At Ambiance, we have developed a COVID-19 prevention plan including an action/checklist for infection prevention and a special cleaning and disinfection plan:

We implemented protocols and guidelines for the health of our staff, including health checks for staff if necessary. If not required, tour operator to issue and communicate a stay-home policy for anyone displaying any symptoms as per World Health Organization (WHO) guidelines.

Social distancing in our office set up and limiting the number of staff in common back-of-house areas where possible if required by local legislation.

Minimizing physical contact as required by local authorities.

Personal protection equipment (PPE), such as masks are available for our staff, as long as required as per risk-based approach and if required by local authorities.

Integrated technologies to enable automation such as contactless payment where possible. If contactless payment is not possible, consider using gloves and hand sanitation.

Established with suppliers and partners including restaurants, hotels, parks and venues that they follow likeminded health and hygiene protocols and guidelines to protect guests as required by local authorities.

Introduced a COVID-19 contingency plan should new cases emerge in collaboration with suppliers and partners.

Identified and adopted appropriate cleanliness and disinfection best practices validated by expert bodies, health authorities and governmental institutions.

Explored different options for operations, where possible, such as advanced tickets, timed entries and smaller groups.

GENERIC MEASURES (EMPLOYEES)

- Daily Screening of body temperature of employees with a thermal gun prior to entering the office or premises.
- Provision of hand sanitizers to employees at all strategic areas including transportation, entrance reception desk and common areas. Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to employees prior to engaging into any activity.
- Employees having body temperature above 37.8 C degree or displaying symptoms of the COVID-19 should not be allowed to engage in any activity and should immediately be referred to the nearest hospital.
- Signage to inform employees that they will not be allowed access in the vehicle, establishment/ premises in the event they have high body temperature or display symptoms of COVID-19.
- Cleaning and disinfection of all vehicles, establishment/ premises and duly record same in a logbook.
- Provision of protective equipment (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with their duties.
- Establishment of a protocol for suspected cases of COVID-19 and communication to all employees.
- Setting up of an isolation room/area to be dedicated for suspected cases of COVID-19 (wherever applicable).
- Affixing of signage/posters in a conspicuous manner for information of employees (hand washing techniques, location of hand sanitizer dispensers, etc).
- Staff should use their personal bottles at water dispensers.
- Implement staggered break/lunch time for employees to prevent overcrowding of the mess.
- Implement video conferencing meetings rather than face-to-face meetings where possible.
- Implemented or confirmed with suppliers' processes focused on enhanced sanitation, disinfection, and deep cleaning practices as well as increase their cleaning/disinfection frequency.

GENERIC MEASURES (GUESTS)

- Screening of body temperature of guests with a thermal gun prior to entering the vehicle
- Signage to inform guests that they will not be allowed access in the vehicle, in the event they have high body temperature or display symptoms of COVID-19.
- Provision of hand sanitizer dispenser to enable guests to sanitize their hands prior to entering the vehicle.
- Allocated seating plans with no rotation. Implement seat spacing as required by local authorities
- Privilege ventilation of vehicles with fresh air and reduce the use of air conditioning as far as practicable.
- Guests having body temperature above 37.8 C degree or displaying symptoms of the COVID-19 should not be allowed to engage in any activity and should immediately be referred to the local authorities.
- Cleaning and disinfection of all vehicles after each activity and duly record same in a logbook.
- Driver to wear face masks whenever conveying guests.
- All passengers to wear face masks at all times when in the vehicle.
- Encourage cashless payment transactions.
- Briefing on mandatory sanitary requirements (such as wearing of mask, amongst others) to guests prior to engaging into any activity. Mandatory sanitary measures should be communicated to guests at time of reservation and on their booking vouchers.
- Employees to monitor guests, during their stay/activity.
- Ensure that guests are strictly complying with regulations/mandatory measures imposed by the Government at all times.
- In suspected cases of COVID-19 among guests, the person shall be isolated and the Ministry of Health be immediately contacted for initiation of Government's protocols.





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