

## Frequently Asked Questions:

- ✚ **Mauritius fully reopens to vaccinated travellers from 01<sup>st</sup> October 2021**
- ✚ **Shangri-La Le Touessrok, Mauritius reopened since 26<sup>th</sup> of August 2021**

### 1. What are the requirements for vaccinated guests to visit the country?

- At least 14 days before departure with a full course of anyone of the following vaccines: AstraZeneca (Vaxzevria or Covishield), Covaxin, Moderna, Pfizer BioNTech, Sinopharm, Sinovac, Sputnik V *OR*
- At least 28 days before departure with a Janssen vaccine *OR*
- Documentary evidence that you have recovered from COVID-19 and thereafter have been vaccinated with one dose of one of the above-mentioned vaccines at least 14 days before departure.
- Guests less than 18 years old, accompanied by their family, are not required to be vaccinated for the time being, to access the resort.
- Guests must hold a negative PCR test 72 hours prior embarkation to Mauritius
- Take a health insurance covering COVID-19 (Mauritian nationals and Occupation/Residence Permit Holders exempted)
- A hotel reservation, as per the list of approved hotels on [www.mauritiushow.com](http://www.mauritiushow.com)

*N.B.* You will be free to explore the island after receiving negative results from a Rapid Antigen Test taken upon arrival, at Shangri-La Le Touessrok, Mauritius. These tests will be performed by the hotel's medical team and within a 15-minute time frame per person.

### 2. What are the tests that guests should undergo prior discovering the destination on Day 0?

Upon check-in, on Day 0, guests should undergo a Rapid Antigen Test, at the hotel premises and applicable for all vaccinated travellers (Adults, kids and infants). They will be free to explore the hotel and visit the destination, if the Rapid Antigen Test results are negative.

To note that there is a second Rapid Antigen Test to be carried out on Day 5, on the hotel premises.

Both tests will be performed by the hotel's medical team and within a 15-minute time frame per person.

### 3. Can you confirm which areas of the hotel will not be operational and what can guests expect?

Shangri-La Le Touessrok, Mauritius has welcomed back international guests for in-resort stays since the 26<sup>th</sup> of August 2021, with an authentic collection of experiences to discover.

In line with local sanitary protocols issued by the government, the sauna and hammam facilities at Chi, The Spa will not be operational until further notice. Our restaurants and bars will operate in line with occupancy levels and all the other remaining hotel facilities will resume while following required Health and Safety guidelines. Golf activities will resume from 1<sup>st</sup> October 2021 along with transfers (car and boat shuttle)

### 4. Are all services at the spa available?

Sauna and Hammam facilities will not operate until further notice. All the other treatments at Chi, The Spa will operate with required Health & Safety guidelines, i.e, reduced capacity, wearing of masks, social distancing and sanitisation.

**5. Will there be a limit to how many people can use the pool and beach at any given time? How many loungers around the pool will be available and will they be distanced appropriately?**

Our resort is landscaped over 34 hectares of land, and we have 5 beaches where guests can retreat. The wide outdoor areas of the resort provide natural social distancing. We have 3 temperature-controlled pools: An adult swimming pool, a family pool and a private kids pool at the Kids Club.

All the beaches are equipped with adequate sun lounges and fresh towels are provided when guests are seated as well as a beach menu.

Guests will be required to maintain social distancing during their stay while circulating in the hotel. They will be able to remove their mask at the beach, at the swimming pool and when seated at the restaurant or at the bar.

**6. Will guests enjoy all beach and water sports activities?**

Water sports are allowed without masks. In the case of activities such as pilates, yoga, aqua gym, etc, a safe distance of two metres must be kept between each guest.

**7. How many people can be seated at the restaurants and bars? Is the buffet available?**

Tables have been readjusted to fit the sanitary protocols and 2m distance will be observed between the tables in each operating venue.

Buffets will be available subject to the hotel occupancy level, and you will be served by a Chef at each buffet station. Guests will be able to remove their masks when seated but must put wear their mask back if they move around in the restaurant or go to the washroom. At the bar, during musical entertainment, seated customers may remove their masks.

**8. Can guests practice their swing on both golf courses?**

Golf activities will resume from 1<sup>st</sup> October 2021 and our clientele will have access on both golf courses (Anahita Golf Club & Ile aux Cerfs Golf Club) during their stay.

**9. Will guests be able to enjoy the hotel's private island - Ilot Mangénie every day?**

Ilot Mangénie will operate as well as its beach restaurant and bar, in line with occupancy level. The boat shuttle will be available for transfers to and from the island from our hotel jetty, in line with Health and Safety guidelines.

**10. Are guests allowed to go out of the hotel after Day 0?**

There is no minimum length of stay, and accommodation should be chosen from the list of approved hotels for vaccinated travellers. More information can be found on [www.mauritiusnow.com](http://www.mauritiusnow.com) Guests are free to visit the destination from Day 0, given they receive negative Rapid Antigen Test results.

**11. Can guests depart the hotel at any time prior Day 5?**

There is no minimum length of stay required from 01<sup>st</sup> of October 2021 and guests may depart/check-out from the hotel, at any time.

**12. Are guests allowed to use all the hotel facilities during their stay?**

All hotel facilities will follow required Health and Safety guidelines, that is, social distancing and wearing of masks in restaurants and bars when they are not dining, in public areas, spa, kids club, recreations and fitness centre when not practicing any activity.

The sauna and hammam facilities at Chi, The Spa are not operational until further notice.

Our restaurants and bars will operate in line with occupancy levels and all the remaining hotel facilities will resume while following required Health and Safety guidelines.

Golf activities will resume from 1<sup>st</sup> October 2021 along with transfers (car and/or boat shuttle)

**13. Can guests choose their own mode of airport transfers?**

From 1<sup>st</sup> October 2021 onwards, guests can choose their own means of transfer (Taxi, helicopter, luxury car, limousine, coach). They can pre-booked via their preferred travel agent or through the hotel directly. Drivers must comply to sanitary measures and ensure that vehicles are sanitised. It is recommended that windows remained opened during the transfer.

**14. How many Covid-19 test is applicable and what is the time frame prior travelling to Mauritius?**

Travellers must hold a negative PCR certificate for a test taken 72 hours prior embarkation to Mauritius.

A mandatory Rapid Antigen Test is required upon arrival at the hotel on Day 0.

After a negative result from first Rapid test done on Day 0, guests can visit the destination freely.

A second rapid test is required on Day 5, at the hotel itself.

The costs of two Rapid Antigen Tests per person are covered by the hotel, and the tests will be performed by the hotel's medical team and within a 15-minute time frame.

You can find further details and entry requirements from your airline, travel agent or on

[www.mauritiusnow.com](http://www.mauritiusnow.com).

**15. Please advise who will pay for the Covid-19 tests i.e. covered by the resort or to be paid by the guests?**

The two Rapid Antigen Tests per person are offered by the hotel, and the tests will be performed by the hotel's medical team and within a 15-minute time frame per person. If the guest is tested positive or requires additional tests, it will be charged to the guest. Additional tests can be arranged at the hotel and paid directly with us.

**16. In the event that the client does not pre-book their transfer, can the hotel arrange the transfers?**

Any transfer (Taxi, coach, limousine, luxury, helicopter) can be arranged by our Reservations team and guests will be charged accordingly.

**17. What happens to the guest who tests positive?**

- If a guest is tested positive during his stay, he will self-isolate for 10 days in a designated room at the hotel, separated from the rest of the hotel's accommodations.
- Kids aged 15 or less, if positive, may self-isolate with an adult or parent for 10 days. Hence, the parent or adult will further undergo a 7-day self-isolation, after the 10 days isolation shared with the kid. The adult or parent will also undergo a PCR test on Day-7.
- Closed members of the contaminated person will also have to observe a self-isolation period of 7 days in a designated area of the resort and conduct a PCR test on Day-7.
- Whilst the health evaluation of the positive guests at the hotel will be closely monitored by the Ministry of Health, they will also assess if it is necessary for the guests to be hospitalised in a hotel-hospital, public hospital or private clinic, depending on the medical conditions of the guests.
- If the guest does not wish to undergo self-isolation or receive medical treatment in Mauritius, they can return to their country of origin. They will be escorted to the airport according to the health corridor principle. All costs related to this procedure will be borne by the guest.

**18. In the event of a positive test that necessitates a longer stay, who pays for the additional stay charges?**

The guests will pay for all additional costs, but the hotel will do a special rate if necessary.

**19. What rate is proposed for the extended stay if they remain at the hotel?**

It will be calculated by the hotel when the situation arises with a special rate, at the discretion of the Management.

**20. Who pays for the additional tests and medical treatment if a guest is tested positive?**

The guest will pay for all tests and medical treatment, where applicable, as per local guidelines.

**21. What happens to the other guests who are staying at the hotel?**

Normal stay continues for all other guests, who have not been in direct contact with the positive guest.

**22. Are your staffs vaccinated as well, for guests' safety?**

All our colleagues are fully vaccinated as well as their immediate family members living under the same roof. There are stringent sanitary measures that have been put in place for the safety of both our colleagues and guests.

**23. What enhanced cleaning requirements/protocols are in place to protect the guests?**

- Shangri-La has followed recommendations laid out by the World Health Organization or more stringent local directives where appropriate, to ensure its operational protocols are comprehensive.
- We are supported by our long-time partner, Diversey, a leading global hygiene solutions provider who has a century of experience and expertise in this field, to ensure our implementation is comprehensive and rigorous with the evolving situation.
- Throughout the entire customer journey, we have concrete measures in place to give our guests complete peace of mind:
- Increased frequency and full attention to deep cleaning of all high-touch surfaces and areas used by guests throughout the hotel
- Use of medical grade sanitizers and disinfectants which are approved by the United States Environmental Protection Agency
- Increased cleaning frequency of air filters and air-conditioner systems to ensure optimal air quality
- Safe dining, meetings and events with extra precautions to respect physical distancing and enhanced food safety practices
- Ensure a safe working environment for colleagues returning to work, with on-going training provided to uphold the latest health guidelines from local authorities and WHO
- For details of our various efforts, you can visit “Shangri-La Cares” page: <https://www.shangri-la.com/group/shangrila-cares>

**24. What enhanced measures are put in place to protect the staff?**

- To reinforce our strong culture of health and safety, we have enhanced our training to comply with additional hygiene protocols and guidelines, all while delivering our distinctive Asian hospitality from the heart. We have also enhanced our training in line with the local authorities’ guidelines.
- We will ensure a safe working environment for colleagues returning to work, with on-going training provided to uphold the latest health guidelines from local authorities and WHO.
- Colleagues will also be equipped with personal protective equipment where necessary. Shangri-La will continue to build awareness on sanitation standards, as well as developing programmes for colleagues on stringent personal hygiene practices.
- All colleagues and their immediate family members living under the same roof are vaccinated against Covid-19.

**25. What are the enhanced measures in terms of maintenance of air-conditioning and ventilation system?**

We regularly clean and maintain ventilation systems and disinfects the fresh air intake ports in all public areas and guest rooms to ensure that guests can enjoy clean air.

**26. What have you done differently compared to pre COVID-19?**

We have always placed a strong emphasis on health and safety and follow stringent policies and procedures on cleanliness. The COVID-19 outbreak has required us to further elevate our rigorous hygiene and safety standards. We are putting in place additional tried-and-tested measures to ensure we closely follow and meet the latest guidance from governments and WHO. These measures will be constantly reviewed and updated based on the evolving situation and customer needs.

The information in the FAQs is subject to change at any given period, without notice, and in line with updates issued by the local authorities. We recommend that guests verify all information directly with us, via their preferred agent or visit [www.mauritiusnow.com](http://www.mauritiusnow.com) for latest updates.