



GUEST JOURNEY

SANITARY MEASURES

HOTEL OPERATIONS POST COVID ERA	GUEST JOURNEY FULL PROTOCOL MAY 2020
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Sharing our Passion

OUR COMMITMENT

HERE IS OUR COMMITMENT TO PROVIDING OUR GUESTS WITH THE CONFIDENCE THEY DESERVE:

THE SAFEST ENVIRONMENT DURING THEIR STAY WITH US, FULLY COMPLIANT WITH SOCIAL DISTANCING GUIDELINES AND WHO RECOMMENDATIONS AND BEST PRACTICES.

IT IS MANDATORY TO STRICTLY FOLLOW THE GUIDELINES PROVIDED BY THIS PROTOCOL, AND INDIVIDUAL ACCOUNTABILITY IS PARAMOUNT: GUEST AS WELL AS TEAM MEMBERS ARE CLEARLY INFORMED OR WHAT IS EXPECTED FROM THEM FOR THEIR OWN SAFETY.

PRE-ARRIVAL



- Refer to the soft copy of our “Guest Journey” booklet available on our websites www.heritageresorts.mu and www.veranda-resorts.com
- Complete our Check In formalities online prior to your arrival or at Hotel Reception according to sanitary protocol.

GROUND TRANSPORTATION (resort’s own service/taxi services)



- The driver wears a protective mask and gloves and is fully trained on Safety measures
- The car is disinfected upon arrival and upon departure

HOTEL ENTRANCE



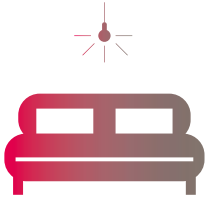
- Social Distancing maintained through permanent floor markings
- Temperature check upon arrival at the Main gate

FRONT DESK » CHECK IN – CHECK OUT



- A disposable face towel and a welcome drink will be provided
- In case a copy of passport was not provided prior guest arrival, guest passport will be collected, sanitized and scanned
- Front desk agent:
 - invites guests to complete all formalities in respect of social distancing rules
 - provides the sanitized room key to the Guest.
 - invites Guests to review the “E-Guest Journey Booklet” displayed on TV screen
- Hand sanitizer dispensers are available on all tables of the Lobby for Guests usage

GUEST ROOMS



- Rooms are sanitized prior to guest arrival and upon completion a specific doorknob signage is placed on the room door to indicate that nobody else has had access to the room after the sanitization process and nebulized
- Each morning, your room is sanitized with chemicals recommended by the authorities
- Your room is equipped with a sanitizer dispenser and replenished daily
- Turn down service (when applicable) upon request to minimize guest room access
- Guest laundry collected and returned in a sealed and sanitized basket

ROOM SERVICE



- Clearance upon guest's call
- Mini bar service only refilled during the cleaning time

RESTAURANTS



- Tables have been reduced to maintain Social Distancing norms
- Tables are sanitized before / after each usage
- Reduced buffets with a preference for "A la carte service"
- Menu and bill folders sanitized after each and every use
- Hand sanitizers are available in all the restaurants and rest rooms
- Cash and credit card payments - only accepted at the Reception desk

EXCURSIONS & ACTIVITIES

(Onsite/Offsite)



- All excursions or activities are to be pre-booked
- Only exclusive Excursions will be proposed with a specific sanitary protocol
- In house Activities – number will be limited and upon pre booking only

POOL & BEACH ACTIVITIES



- All sunbeds/beach kiosks are sanitized after each usage and tagged “sanitized” for the next user.
- Beach towels will be placed directly in room once daily
- Menu and bill folders will be sanitized after each and every use

WATER ACTIVITIES & BOAT HOUSE



- Boat house will be set-up with hand sanitizer and wipes
- Small equipment – life jacket / mask / fins, tuba will be sanitized before and after each usage
- Pedal boat-lazer-hobbie cata, etc will be sanitized before and after each usage

RESORT BOUTIQUE



- 2 guests at a time will be allowed inside the boutique
- Guest required to wear a mask inside the boutique
- Guest is invited to sanitize his/her hands at the entrance

BUSINESS CENTRE & MEETINGS



- Set-up of the business center with social distancing measures
- Limited number of guests according to meeting room size
- Desk, equipment and work area sanitized before / after usage
- Drinks and food service through room service
- Restrooms cleaned and sanitized every hour

SPA & WELLNESS

(where applicable)



- **SPA services** accessible only upon pre-booking
- Reception with one-meter floor marks
- No bathrobe provided at the spa - Guest to wear in-room bathrobe (where applicable) to attend any treatment
- Shower is mandatory prior to any treatment
- Not operational: Changing room, Vitality pool, Relaxing zone, Sauna, Hammam (where applicable)
- Therapist will sanitize his/her hands in front of the guest before starting the treatment
- Spa therapists wearing a mask, face visor and protective suit



- **Wellness activities (where applicable)**
- Wellness group activities limited to a maximum of 6 persons upon pre-booking only respecting social distancing
- Floor and yoga mats are pre-sanitized
- Guests & instructor wearing a mask during all activities

FITNESS ROOM

(where applicable)



- Access to the Fitness center is upon reservation at the Activity center
- A maximum of 3 persons allowed at a time for a maximum slot time of 1 hour
- After each session a slot of 30 minutes will be reserved for refreshing and atomizing the space
- For hygiene and safety purposes, guests are invited to wipe and sanitized their sport equipment before and after usage
- Sanitizer /wipe dispensers are available and refilled regularly

KIDS CLUB (up to 12 years old) (where applicable)



- Access to Kids club upon pre-booking only at the Kids Club
- Opening times will be from 08h30 to 13h00 / 14h00 to 22h00
- A limited number of kids allowed at a time for a maximum slot time of half day
- Outdoor activities will be promoted instead of indoor activities
- No shoes policy inside the club (Hotel slippers to be used only)
- Hand sanitation will be done for all kids upon check-in and after each activity
- The Kids club Manager reserves the right to refuse admission for any child with risk symptoms
- Parents will have to wear shoe covers and mask to access the Kids club
- No Kids' meals available at the Kids club
- Hard toys sanitized after usage
- Sanitizer /wipe dispensers available and refilled regularly
- Rest rooms sanitized every hour

GENERAL MEASURES



- An Infirmary within each of our resorts with a Nursing Officer / Doctor on call and fully trained on assistance to be provided in case of any medical issue
- Continual training program in place for our Team members including enhanced hygiene and precautionary measures
- Use of approved cleaning products, disinfectants and protocols in line with guidelines from CDC and WHO
- Housekeeping team members fully trained on the use of chemical products and implementation of cleaning plans encompassing enhanced deep cleaning with specific emphasis on touchpoints
- In respect of sanitary measures, all team members wear protective masks and gloves (when applicable).

All indoor areas such as entrance lobbies, corridors and staircases, security guard booths, office rooms, meeting rooms, back office, cafeteria are cleaned daily.

CONTACT

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VERANDA LEISURE & HOSPITALITY

Sharing our Passion

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**HOTEL
OPERATIONS**

POST COVID ERA

GUEST JOURNEY
FULL PROTOCOL

MAY 2020

