

# NAMASTE



## SANITARY MEASURES

ALIZEE RESORT MANAGEMENT | Post Covid Era

*Alizée*  
RESORT MANAGEMENT

  
*Le Cardinal*  
EXCLUSIVE  
GOLF RESORT & SPA

  
CASUARINA  
GOLF RESORT & SPA  
MAURITIUS

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## OUR COMMITMENT

WE ARE COMMITMENT TO PROVIDING OUR GUESTS WITH THE GREATEST OF CONFIDENCE :

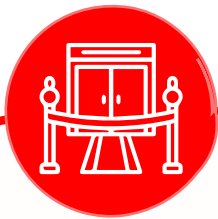
THE SECURE SURROUNDING DURING THEIR STAY , FULLY COMPLIANT WITH PHYSICAL DISTANCING GUIDELINES AND **WHO** RECOMMENDATIONS.

THE GUIDELINES PROVIDED BY THIS PROTOCOL ARE MANDATORY AND EVERYONE IS GREATLY IMPORTANT: GUEST AS WELL AS HOTEL STAFF MEMBERS ARE CLEARLY INFORMED OR WHAT IS EXPECTED FROM THEM FOR THEIR OWN SAFETY.



## PRE-ARRIVAL

- Complete our Check In formalities online prior to your arrival or at Hotel Reception according to sanitary protocol.



## HOTEL ENTRANCE

- Physical distancing maintained through permanent floor markings.
- Temperature check upon arrival at the Main gate.
- Physical distancing limits to be clearly demarcated in waiting and public areas.



## CHECK IN/OUT

- Guests should review the "Teletext" displayed on TV screen.
- Credit Card machine should be wiped/disinfected after each use.
- Time slot to be allocated to customers to decrease the risk of crowding prior to arrival.

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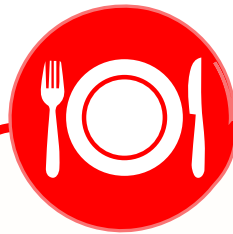
## GUEST ROOMS

- Everyday rooms are sanitized.
- Common places are equipped with a sanitizer dispenser and replenished daily.
- Guest laundry collected and returned sealed and sanitized.
- Suspension of programs where guests can voluntarily forego housekeeping services in the spirit of maximizing health and safety.



## ROOM SERVICE

- Mini bar service only refilled during the cleaning time



## RESTAURANT

- Tables have been reduced to maintain Physical Distancing norms
- Tables are sanitized before / after each usage
- It is recommended to have a maximum of 4 persons for 10 square meters.
- Hand sanitizers are available in the restaurant.



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## POOL & BEACH ACTIVITIES

- Beach towels will be placed in rooms once daily.
- Limit the number of guests allowed in the swimming pool at any one time.
- Regular cleaning and disinfection of handrails, sunbeds and other furniture/ accessories.



## BOAT HOUSE

- Boat house set-up with hand sanitizer.
- Equipment – life jacket / mask and others will be sanitized before and after each usage.
- Pedal boat, lazer etc will be sanitized before and after each usage.



## BOUTIQUE

- 2 guests will be allowed at a time will be allowed inside the boutique.
- Guests are required to wear a mask.
- Guests must sanitize hands at the entrance.



## CONFERENCE ROOM

- Set-up of conference room with physical distancing regulations.
- Limited number of guests according to room size.
- Desk, equipment and work area sanitized before / after usage.
- Drinks and food service through room service.

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| Post Covid Era



## SPA

- SPA services accessible only upon pre-booking or a day prior.
- No bathrobe provided at the spa.
- Shower is a must prior to any treatment.
- Spa therapists will be wearing a mask, face visor and protective suit.



## GYM & FITNESS

- Access to the Gym is upon reservation at the reception counter.
- A maximum of 3 persons are allowed at a time for a maximum time of 1 hour session.
- After each session a pause of 30 minutes will be reserved for revitalizing.



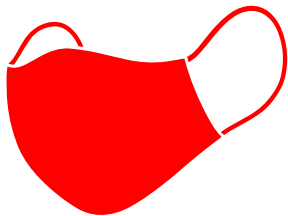
## KIDS CLUB

- Access to Kids club upon pre-booking only at the reception counter .
- A limited number of kids will be allowed for a maximum slot time of half day.
- Sanitizer dispensers will be available and refilled on a daily basis.

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Post Covid Era



- Doctor on call and fully trained to be provided in case of any medical issue.
- Cover mouth with a disposal tissue when coughing or sneezing and throw away the tissue. Wash your hands or use hand sanitizer to clean your hands.
- Avoid shaking hands, hugging, kissing people and/or having any kind of physical contact. Instead, greet people with a wave or bow.
- Before removing mask, perform hand hygiene and then remove mask from behind the ear and either disposed or washed for re-use.
- Isolation room available in case of emergency.
- Staff are well trained to deal with covid era.

**All areas within our premises such as entrance, lobbies and staircases, office rooms, conference room and guests rooms are cleaned daily.**

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## CONTACT

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