

Beachcomber Resorts & Hotels

Re-Opening of Our Hotel – Guest Journey

This Presentation refers to our “Preparing for Service Resumption – Hotels” Protocol and is based on information available from the World Health Organisation and the Local Authorities at the time of writing.
It will be adapted in line with legislative changes and new decisions taken.

OE – 01 JUNE 2020



Beachcomber is dedicated to living up to its brand promise as our Artisans rejoice in welcoming back Guests to our resorts:

“Cultivating the Art of Beauty in all its dimensions – Beauty of the Place, Beauty of the Heart”

As a pioneer and leader in the Mauritian hospitality industry, Beachcomber Resorts & Hotels' is committed to providing its Artisans, Guests, Contractors and Visitors with a Safe and Healthy Environment. The **SAFE PLACE** label builds upon a set of health and safety measures that are already in place in the Group's hotels. The Group, as part of its risk prevention approach, has implemented over the years a comprehensive safety programme including HACCP certification for its hotels, annual Legionella Risk Assessments, water sampling and testing, as well as Indoor Air Quality monitoring, coupled with unannounced food safety audits and hygiene checks, whether that be by SGS, QuantiLab and LIBA, and as part of a continual improvement approach.

The **SAFE PLACE** label showcases strict safety, hygiene and cleanliness standards.

To better reassure guests, Beachcomber Group is also redefining certain aspects of the **Guest Journey** and showcase certain new or revamped services and experiences.

As part of the Artisan Journey:

Health Screening of all our Artisans – Health Questionnaire / Temperature Log Form / Illness Report Form, duly filled in and monitored.

Continual training of our Artisans on Good Hygiene Practices and Precautionary measures, with support of posters and videos.

All our Contractors / Service Providers and Suppliers duly informed of our Enhanced Hygiene concerns and Precautionary measures.



Some 2 days prior to arrival, invitation automatically sent to Guests whose email addresses we have for Online Check-in

DÉTAILS DE VOTRE RÉSERVATION

Numéro de confirmation : 94372763-1
Nom du client : Bouvier Kevin
Date d'arrivée : 14/05/2020
Nombre de nuits : 1
Catégorie de chambre : Chambre Standard



PRÉ-ENREGISTREMENT ET E-CONCIERGE



Afin de préparer au mieux votre séjour, nous vous invitons à remplir notre formulaire de pré-enregistrement.
Profitez des meilleurs conseils de notre hôtel concernant les activités et événements à ne pas manquer.

[Cliquez ici](#)



Guest greeted by Front Office Artisans wearing corporate facemask as appropriate.

Guest reminded of social distancing to be kept at strategic locations (at Lobby entrance / in front of Reception counter) through corporate markings on floor.

Corporate hand sanitiser dispenser readily available on counter for use by Guest.
(Recall: no refreshing towel to be provided to Guest)

In case Guest did not opt for online check-in service, guest to be seated in lobby where Artisan will proceed with check-in using IPad/Bank POS, duly disinfected. In case cashier handles cash, disposable gloves to be used.
(Recall: seating areas rearranged as appropriate to ensure adequate distancing)

Beautiful Cocktail served by Artisan who will be wearing disposable gloves.

Key card, duly disinfected, to be provided to Guest.

Porter to sanitise his hands and luggage further to luggage handling.

Our Resorts are designed around wide open spaces, well ventilated, with beautiful gardens stretching over many hectares.

Avoid back to back in room allocation and allocate alternate rooms as far as possible, based on occupancy levels.





Guest reminded of key precautionary measures including:

- ✓ Availability of an Infirmary with Nursing Officer, else Doctor on call, in case suffering of any illness / for any further medical assistance, including temperature check as required.

Note: whenever (+) mentioned, temperature check could be taken prior to participation in activity and Guest could be referred to seek further Medical advice as required.

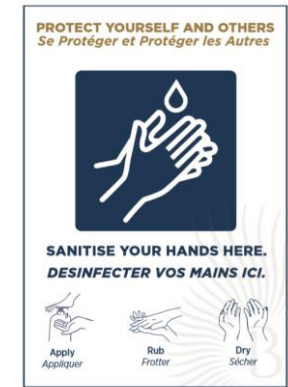
- ✓ Mask to be worn whenever recommended social distancing cannot be adequately maintained, and available at Infirmary/Reception/Boutique for purchase

With Corporate posters duly affixed in Lobby – including use of Lift.

Welcome Email automatically sent to Guests some 4 hours after Check-in (with a web link for Room Directory access) to ensure that they are well settled and to enquire if any particular service required.

In case of Guest request for a particular product, latter could be sealed with a SAFE PLACE sticker to ensure properly cleaned & disinfected prior to use by Guest, as applicable.

SAFE PLACE Champion available to provide any further assistance to Guest – Hotel IMS Rep / QA. With earmarked team leaders. And whose mission are to ensure that Artisans are aligned with Beachcomber SAFE PLACE protocol. Emergency Response Team (ERT) nominated in each hotel to ensure any emergency situation duly attended in line with Beachcomber General Safety Standards and related Local Regulations, including measures to be followed should there be a suspected case of COVID-19 with related isolation protocols. Medical Kit also available at Reception as part of our Crisis Box and all Emergency Numbers on hand.





Porter wearing corporate facemask escort Guest with luggage to room with appropriate social distancing kept. (Recall: sanitiser available in Club Car)

Corporate Room seal removed on door room, as applicable ; Guest asked to open door room with his key ; and Guest recalled of day room cleaning and servicing policy as part of our SAFE PLACE label – Corporate Valet Message provided as reminder:

- ✓ Room has been deep cleaned and disinfected prior to arrival
- ✓ During stay, access to Artisan of Accommodation only, once per day for cleaning, unless requested otherwise by Guest – including for turndown service

To inform Guest of the following changes, as applicable:

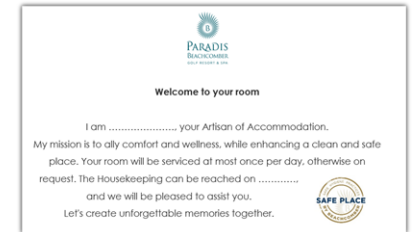
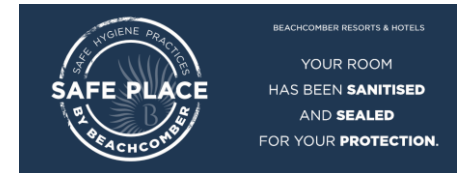
- ✓ Minibar offering and replenishment service
- ✓ Room Service menu add on options – healthy / local touch
- ✓ Beach towels provided in Guest room
- ✓ Magazines and non-essential paper related collaterals that are not generally single-use have been removed from room and are available upon request
- ✓ QR code for Room Directory / Sticker version for Safe Tent Card

New complimentary products and info available:

- ✓ Hand & Body Wash – as part of our newly developed EcoCert range, in bathroom
- ✓ Single-use disinfecting wipe or Personal disinfecting sprayer, on main desk
- ✓ Welcome corporate message and film, on TV

Artisan to sanitise his hands further to luggage handling.

Artisan to disinfect room door knob further to Guest rooming and upon leaving room.





Increased frequency of cleaning & disinfection of public areas – with use of specific disinfecting equipment as appropriate.

Increased frequency of cleaning & disinfection of Guest toilets – with particular concern during busy periods, and ensuring that Guest toilets are duly stocked at all times with soap and drying units are functional.

With Corporate poster duly affixed in all Guest toilets to recall efficient hand washing instructions to Guests.

Our *Art of Cleanliness* is of top concern and priority in order to provide Guests with a clean, comfortable and safe environment at all times during their stay.

- Housekeeping Artisans duly trained by service providers as well as on Beachcomber Housekeeping Standards.**
- Overall Cleaning & Disinfection plan of Public Areas in place, including lifts.**
- Cleaning records duly affixed in Guest toilets and conspicuous places.**
- Reinforce use of appropriate Protective Personal Equipment by Housekeeping Artisans, including use of facemask whenever cleaning public areas and occupied guest rooms.**
- Hand sanitisers readily available as part of Housekeeping trolley / cleaning kit.**
- Use of more performing equipment to disinfect Public areas including Fitness Centre / Kids Club amongst others.**
- Reinforce disinfection of key high touch areas, including by each concerned Department team member.**



<https://www.youtube.com/watch?v=Rmp9v1rx4wc>

Product Details

Our Professional Cordless Electrostatic Sprayer allows the user hours of spraying time without the hassle of dragging a cord. In addition, it is designed to save time and labor, spray less liquid, and cover more surfaces. Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.



Re-opening of our Hotel – ART OF HOSTING



Layout of tables has been reviewed in order to maintain appropriate social distancing in our restaurants – same in our bars. Area to feel open and aerated.

Guest reminded of social distancing to be kept through corporate marking on floor at entrance of main restaurant. With appropriate flow earmarked for Guest to follow as appropriate. Corporate hand sanitiser dispenser readily available at entrance of all our restaurants for use by Guest.

Tables and chairs are sanitised before and after each usage. Menu and bill folders are also sanitised after each and every use. SAFE PLACE sticker on Baby chairs to indicate that they have been cleaned and disinfected.

Buffets will be minimised with a preference for “A la carte service”. Service at the buffet will be done by the Chefs, with live cooking / food plating. With Chefs wearing facemask, as well as Waiters as appropriate.



Promote “locally sourced” products
Including “Signature” dish
Showcase “Healthy” and organic food and drinks
“Home made”: yoghurt, jam, pickles
Including “Honey from our gardens” ... with storytelling



Room service platter set-up reviewed with our Food Safety team and more creative options proposed.



Guests are able to shop from our Boutiques within our resorts for essential items such as masks and sanitisers, over and above our exclusive collection of branded souvenirs, clothing and accessories designed for the Indian Ocean climate.

Guest reminded of social distancing to be kept through corporate marking on floor at entrance of Boutique. With appropriate flow earmarked for Guest to follow as appropriate.

Corporate hand sanitiser dispenser readily available and Guest reminded to sanitise their hands prior to starting their shopping experience.

Clothes and accessories which have been manipulated by Guests will be stored in a specifically designated cabin before being disinfected and placed back on shelves.

No change policy implemented.

Privilege room charge payment. In case cashier handles cash, disposable gloves to be used.

Artisans of Boutiques to wear facemask whenever appropriate social distancing cannot be maintained.

Over and above daily cleaning and sanitisation, key high touch areas will be systematically disinfected after Guest passage.





Cooperation of Guest required in maintaining a safe Spa and Fitness environment:

- ✓ Booking required before any Spa treatment and use of Steam baths as well as for Collective Fitness classes over and above Personal Coaching sessions, with number of users inside facilities limited at all times.
- ✓ Guests who have mild cold or flu-like symptoms should not come for Spa treatment or use Fitness Centre facilities, else they could be refused access to same. (+)
- ✓ Where applicable, the 24-hour cancellation notice period shall be waived.
- ✓ It is compulsory for Guests to shower before any Spa treatment and use of steam baths.

Guest reminded of social distancing to be kept through corporate marking on floor at entrance of Fitness Centre.

Corporate hand sanitiser dispenser readily available at entrance of our facilities for use by Guest. After each Spa treatment, a disinfectant towel to be provided to Guest.

Disinfectant sprayer readily available in Fitness Centre studios for use by Guest should they wish to disinfect equipment and accessories, over and above cleaning and disinfection done by our teams further to Guest passage.

Therapist to use appropriate facemask and limit verbal communication to Guest during treatment. Private coaches to also wear facemask during session with Guest.

Treatment rooms cleaned and disinfected after each guest passage with records duly noted / Therapist to disinfect certain materials in front of Guest / And to wash and sanitise hands before and after each treatment.

Access Log Forms to be duly filled in before accessing Fitness Centre Cardio / Muscu Zones.





Sunbeds arranged along the beach and pool to allow for appropriate social distancing, with cleaning and disinfection after Guest use. Limit number of guests inside pools and handrails regularly disinfected.

Water Sports

- ✓ As part of Registration process, Guests suffering from flu-like symptoms should not be allowed to participate in activity. (+)
- ✓ Hand sanitiser dispenser readily available on counter for use by Guest.
- ✓ Number of Guests limited on ski platform and as part of group activities such as glass bottom.
- ✓ No snorkelling activities shall be provided.
- ✓ Cleaning and disinfection of equipment and accessories after Guest use, with particular attention to lifejackets and key high touch areas including hand rails.
- ✓ Artisans to wear appropriate facemask during interaction with Guest.

Kids Club

- ✓ As part of the Registration process, particular attention will be provided to the Medical part of the Kids Club Registration Form filled in by Guests, and Kids suffering from flu-like symptoms would not be allowed in. (+)
- ✓ Furthermore, strict adherence to our recommended staffing ratio per age group categories will be applicable, and some Kids could be refused access.
- ✓ Weekly Program shall be elaborated still emphasising our Signature Activities, but taking into consideration above constraints and activities per age group might take place within different areas of Kids Club / Hotel.
- ✓ Hand sanitiser dispenser readily available on counter for use by Guest.
- ✓ Frequency of hand washing for both Kids and Artisans to be reinforced and we would not recommend Kids to wear facemask unless they can safely take care of same during the day.

Recall: Our Kids Club areas are generally designed within nicely open and well ventilated areas.



Some 2 days prior to departure, Email automatically sent to Guests with pre-departure bill.



Our Guest Satisfaction Survey sent some 24 hours further to Check-Out with a gentle reminder sent some 5 days later – guest comments are duly read and attended by Hotel Management team as they are of utmost importance in our quest for continual improvement.

At Beachcomber, our team of Artisans is committed in “Cultivating the Art of Beauty in all its dimensions...”



THANK YOU