



POST COVID-19
SANITARY PROTOCOL GUEST JOURNEY
JUNE 2020



WE STILL HAVE A WORLD TO SEE

At Sun Resorts, we care for each guest's comfort and safety. To welcome back our guests in a safe environment, we have adapted our health and safety procedures to the requirements brought with COVID 19 and enhanced our disinfection protocol in all our public areas and rooms.



POST COVID 19 3s



SAFETY

Associate Health, Safety and Knowledge:

Hotel associates – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

Hand Hygiene:

Proper and frequent handwashing is vital to help combat the spread of viruses.

Ongoing Training:

In addition to training on housekeeping and hygiene protocols, hotel associates are also completing enhanced COVID-19 awareness training.

Real Time Information:

SUN has an internal communications hub with the latest news and information associates can use to prepare for and respond to COVID-19. In addition, SUN's corporate teams are on standby 24/7 to support the hotels and coordinate with local and regional authorities.



SANITIZATION

Cleaning Products and Protocols:

We work with our partners and suppliers to make sure our hotels can procure and use virus-killing products approved by the local agency.

Guest Rooms:

Hotels use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

Public Spaces:

Hotels have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, elevators (and elevator buttons), door handles, public bathrooms and even room keys.

Back of House:

In the spaces where associates work "behind the scenes," hotels are increasing the frequency of cleaning and focusing on high-touch areas like associate entrances, locker room, laundry rooms and staff offices.



SUSTAINABILITY

The COVID-19 outcome reminds us how essential it is to manage sustainably all the natural and cultural resources that define our destination main assets. Through our SUNCARE Programme we have established a strategy for the conservation of our natural and cultural heritage, considering these as a main source for sustainable development. Moreover, we have invested in niche markets from birding at Ile aux Cerf to Mauritian gastronomy, finding our innovative ways to promote source locally. Every step of the SUNCARE Guest Journey is well thought taking into account our environmental and social risk factor.

Sustainability Certifications:

- EarthCheck Silver
- Travelife Gold
- SEMSI (Stock Exchange of Mauritius Sustainable Index)
- Founding Member of UN Global Compact Local Network

SUNCARE Programme with the 4 big projects :

- Marine conservation
- Adopt an endemic tree
- Community support
- Sun Children Cancer Fund


COLLABORATION WITH SGS DISINFECTION ASSESSMENT LABEL FOR THE HOTEL INDUSTRY

SGS

All Sun Resorts are located on wide and spacious properties and surrounded by lush tropical gardens and long beaches to assure our guests peace of mind.

Our post COVID Sanitary Guest Journey Protocol includes our new Clean Resort label and collaboration with SGS. To ensure strict standards of cleanliness and mitigate the impact of COVID 19 Pandemic, this new scheme will evaluate the efficacy of cleaning and disinfection procedures in each resort. The products, protocols and measures are therefore certified and audited by SGS.

This scheme consists of a sanitary and hygiene inspection coupled with onsite testing using the latest technology ATP (Adenosine – Triphosphate) or RT qPCR with results available within 3 hours after sample collection.

This label  is our seal of approval, ensuring guests that protocols have been respected and will be visible on all touch points throughout their stay.

Sun Resorts is part of Ciel Group as well as C Care which provides the best healthcare services in Mauritius and owns 2 hospitals, namely Clinique Darné and Wellkin Hospital:

- Clinique Darné is one of the first yet most modern hospital in Mauritius. It operates an outpatient clinic facility in the northern region of Mauritius at La Croisette.
- Wellkin Hospitals is deeply committed to the highest standards of excellence in medical care and has a highly experienced medical team representing over 40 sub-specialties.

Our in house Nurse is available for any medical request. All our team is trained to welcome and take care of our guests while adopting social distancing, ensuring high level of service and operational excellence.

At Sun Resorts, we promise peaceful holidays to create timeless memories...

SUNCARE GUEST JOURNEY - SANITARY PROTOCOL

- SUN Greetings upon arrival.
- All restaurants, bars and public areas will comply with social distancing (1.5 meter).
- Complimentary hand sanitizer dispensers easily accessible in all public areas.
- Floor marking or alternate visible distancing system (1.5 meter).
- Frequently touched points cleaned and disinfected after each use (Table/counter, pen, credit card machine, Ipad/tablet...).

Transfer between hotels or Ile aux Cerfs:

- Social distancing during boat transfers with hand sanitizer in each boat.
- Vehicle cleaned and disinfected by service provider after each trip with hand sanitizer in each vehicle.
- Guests are requested to ensure social distancing (1.5 meter) is maintained during trip.



CHECK IN /CHECK OUT

- Temperature Check of guest and record upon arrival.
- Check-in on Ipad/Tablet prefilled by the Front Office associate.
- Download SUNAPP on APP Store or PLAY Store to get all resort information.
- Guest bill sent via IP TV or SUNAPP or email 24 hour prior guest's check-out
- Drop-off box for keycard at check-out.



LUGGAGE HANDLING

- Porters wear appropriate protective washable gloves when on duty.
- Luggage disinfected outside surfaces and handles upon arrival in a designated area.



PAYMENT

- Contactless or touch and pay credit card machine cleaned and disinfected after each use.



ROOM

- Each room and air conditioning deep cleaned and disinfected prior any arrival.
- Guest having option for no room cleaning during stay.
- Non-essential items including minibar removed and provided upon request.
- A single use sealant on each room door certifying that no one has entered the room since cleaning and disinfection were conducted.
- If guest opts for cleaning of room during stay, Housekeeping conducts cleaning and disinfection of room and particular attention to high-touch items as per below cleaning matrix.



- In Room Dining: Menu shall be made available via the SUNAPP.



RESTAURANTS AND BARS

- Temperature check of guests at Breakfast and dinner (using thermographic thermometer).
- We have reviewed the menus to increase live cooking.
- Menu of all outlets available on SUNAPP and guests are invited to use the SUNAPP for bookings.
- Alternatively, digital menu boards, LCD, black boards, QR codes are available.
- A 'Way in' and 'Way out' flow for all F&B outlets.
- Baby high chairs sanitized and plastic-wrapped.
- Drink dispenser(s) manned by an associate (no self servicing).
- Buffet available, pre-booking required.
- Bar snacks provided sealed or individual portions.



POOL AND BEACH

- A minimum distance of two metres maintained between sunbeds.
- Sunbeds sanitized daily.
- Guests are advised to use beach towels on sunbeds.
- Bar snacks provided sealed or individual portions.
- Sunglass cleaning temporarily suspended.
- Offering of magazines temporarily suspended.



RECREATION

Activities reviewed to avoid:

- All contact activities.
- Activities with more than 4 pax.

Equipment used during activities cleaned & sanitized before and after all activities
Disinfect eg. head gear, bicycle high touch points such as handles and seat before and after each use.



BOATHOUSE

- Boathouse - Social distancing of 1.5 meter ensured in all activities. E.g. glass bottom boat, snorkeling trip with restricted number of guests to 30% of its capacity.
- All equipment is disinfected before and after each activity, with focus on high-touch points, e.g. handles, grip areas, life jacket, etc.



FITNESS

- Limited number of guests allowed in the gym at a time (1/3 of normal occupancy).
- Temperature check of guest and record same upon arrival at the gym.
- Used towels removed by Fitness associates and placed in a closed linen bag.
- Drink dispenser operated by Fitness associate.



YOGA CLASSES

- Yoga mats washed and disinfected after each use.
- Guests to place their towels on the yoga mats for their yoga sessions.



KIDS CLUB

- Access to Kids Club on pre-booking.
- Limited number of children allowed at a time for a maximum slot of half a day.
- Outdoor activities preferred over indoor activities.
- Kids Club deep cleaned and disinfected daily before and after operation.
- The ratio of hostess to child as follows:
 - 2 to 4 years - 1 hostess to 3 kids.
 - 5 to 11 years - 1 hostess to 5 kids.
- Maximum children per activity : 5.
- A visiting zone is set up where parents can be met. Visitors wear shoe covers and face mask to access Kids Club.

Kids Club Rules

- Temperature checked daily and access authorized to children who do not have flu symptoms and high temperature. (> 37.5 C).
- Hand sanitizing of children's hands before and after each activity.
- Only one registration and orientation done at a time.
- Children to remove normal shoes at entrance after registration for flip-flop slippers upon arrival.
- Parents not be allowed to accompany children during activities.
- Equipment, hard toys cleaned and disinfected after each activity with particular attention to high touch points.



SPA

- Hammam/Sauna/Steam Room are closed.
- A maximum number of guests using SPA facilities to ensure social distancing (1.5 meter) is maintained.
- Booking for SPA shall be done using SUNAPP or by calling at the Spa reception.
- Hand sanitizer available in the reception/guest area.
- Spa Therapists wear appropriate protective face mask and gloves for all treatments and services.
- Temperature of guests checked prior to access in Spa and access shall not be authorised for those who have flu symptoms and high temperature. (> 37.5 C).
- Shower is mandatory before each treatment.
- The setup of the relaxing area reviewed to comply with social distancing (2 meter).
- All high touch items cleaned and disinfected at regular intervals.
- Hair and beauty salon equipment and accessories cleaned and disinfected before and after each session and particular attention to high touch items.



SPA

- Slippers cleaned and disinfected after each use.
- Dirty linen and cloth sealed in bags and sent to laundry after use.
- SPA treatment rooms cleaned and disinfected after each treatment.
- A tag placed on the door indicating nobody has entered a cabin after cleaning and disinfection.
- Only hot infusion or water served to guest by SPA associates (no self service).
- Where there is a bubble bath, only one guest will be allowed for a maximum slot of 20 minutes.



BOUTIQUE

- Restricted number of guests allowed in the boutique.
- Boutique will offer face masks, sanitizers and wipes for sales.
- Contactless or touch and pay payment system available.



MEDICAL ROOM

- In case temperature of guest is above 37.5 degree celcius, the guest is referred to Resort Clinic immediately.
- Hand sanitizer available in the waiting area of the medical room.
- Social distancing (1.5 meter) maintained at the waiting area.
- Nurse equipped with her medical face mask and gloves.
- After each visit and consultation, all medical tools used cleaned and disinfected.
- All health records shall be made available to the Local authorities if requested.

Sun
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EBÈNE, MAURITIUS

