



# CUSTOMER SAFETY FACTSHEET

IN THE COVID-19 ERA



**BAGATELLE**



## OUR COMMITMENT

Our commitment is to provide to our guests the safest environment during their stay with us, fully compliant with physical distancing guidelines and the **World Health Organisation's (WHO)** recommendations and best practices.

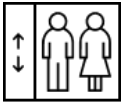
To ensure strict hygiene and cleanliness standards, Voilà Hotel is undertaking the **Feel Safe** label certification. **Feel Safe** is a label developed by **Laboratoire International de Bio Analyse (LIBA)** that verifies that the measures implemented in relation to hygiene, disinfection and safety practices are in conformity with the quality systems and procedures in place and in line with local and international standards as recommended by recognised institutions.

It is mandatory to strictly follow the guidelines provided by this protocol, and individual accountability is paramount: guests as well as team members are clearly informed on what is expected from them for their own safety.



## HEALTH AND HYGIENE PROTOCOL

### PRE-ARRIVAL



- Please refer to the soft copy of our “Guest Journey” booklet available on our website: [www.voilahotel.mu](http://www.voilahotel.mu)
- Please complete our Check In formalities online either prior to your arrival or at the Hotel Reception in accordance with our sanitary protocol.

### GUEST TRANSPORT VIA HOTEL DRIVER, SHUTTLE OR TAXI SERVICES



- The driver wears a protective mask and is fully trained on safety measures
- The car is disinfected after each client.
- A Customer Safety Factsheet is provided to all the clients in the vehicle (operational norms for restaurant, room service, housekeeping & laundry procedures, etc.)

### HOTEL ENTRANCE



- Physical Distancing is maintained through floor markings
- Guests wearing gloves will be asked to throw away their gloves and sanitise their hands before entering the hotel.

### RECEPTION – CHECK IN & CHECK OUT



- Physical Distancing is maintained through floor markings
- The Receptionist wears a mask
- Hand sanitizer dispensers are available in the Lobby for Guests’ usage
- Temperature is checked upon arrival at the front desk
- Guests running a temperature of more than 37.3 C will be referred to our medical team
- Any incoming luggage will be disinfected with a luggage-safe disinfectant.
- It is compulsory for Guests to be wearing their masks in all common areas of the Hotel. If a Guest is not wearing a mask, one may be provided by the hotel as required.
- In case a copy of the passport of the Guest was not provided prior to the Guest’s arrival, the Guest’s passport will be collected, safely sanitized, and scanned.
- Receptionist:
  - Keeps all equipment and reception area (check in tablet...) sanitized after each check-in
  - Provides the sanitized room key to the Guest
  - Invites Guests to go through the “Customer Safety Factsheet” displayed on the TV screen or sent by email
  - Performs regular deep cleaning & sanitization of reception area
- A pre departure bill will be emailed to the Guest on the eve of departure to avoid queuing up at the reception desk.



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## GUEST ROOMS



- In line with Physical Distancing norms, alternate rooms with one room vacant in between, will be allocated
- Back to back rooms will be avoided
- 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 should have access to the room after the sanitization process
- Each morning, the room is sanitized with certified products against coronavirus.
- Housekeeping staff will wear masks and gloves
- Room linen is replaced every three days or on Guest's request
- Any Guest laundry will be processed under 48 hours. No express service will be available.

## ROOM SERVICE



- Room service will be delivered with disposable napkins and sanitized cutleries
- Room service clearance will be done on Guest's call
- Room attendants will wear masks and gloves.

## RESTAURANT – MOKA'Z



- The number of tables has been reduced to maintain Physical Distancing norms in restaurant
- Tables are sanitized before and after each usage
- Nothing is placed on the table until the Guest is seated to place his/her order
- Disposable napkins are provided
- Buffets will be kept to a minimum with a preference for "A la carte service"
- Menu and bill folders are sanitized after each and every use
- Menu is also available online by scanning a QR code with phone camera
- Waiters will wear masks
- Hand sanitizer dispensers are available in the restaurant for Guests' usage
- Temperature is checked upon arrival at the front desk
- Guests running a temperature of more than 37.3 C will be referred to our medical team
- Contactless methods of payment are encouraged - By Card or Touch & Pay

## BUSINESS CORNER



- Allows for one Guest at a time
- The desk, equipment and work area are sanitized before and after usage.

## FITNESS ROOM



- Fitness corner is temporarily closed.



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## MEETINGS



- All meeting rooms (including their equipment) are cleaned and sanitized prior to and after each meeting, as well as during tea and lunch breaks
- All meeting rooms & common spaces are equipped with hand sanitizers
- Physical distancing of 1m between each participant is ensured during room setup
- Tea breaks will be plated
- Lunch will be plated instead of being at-buffet.

## OTHER GUIDELINES



- All indoor areas such as entrance lobbies, corridors and staircases, elevators, security guard desk, office rooms, meeting rooms, cafeteria are cleaned and sanitized daily
- Hand sanitizer dispensers are available next to elevators on each floor
- Elevators only allow for 2 persons at a time and elevator buttons are regularly sanitized
- All staff members wear masks at all times. These are changed regularly in accordance with best practices.

## CONTACTS

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a **Rogers** enterprise