

Safe travels

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WORLD
TRAVEL &
TOURISM
COUNCIL



MAURITIUS PROTOCOLS FOR THE NEW NORMAL

This is to certify that

MYSTIK EXPERIENCE LTD

bearing Licence No 11311 from the Tourism Authority has committed to
comply to the Sanitary Measures for the Resumption of Activities in the
Tourism Sector on **16 Jun 2020**



Lindsay Morvan OSK, MSK

Director



GENERIC MEASURES APPLICABLE FOR ALL ENTERPRISES AND ACTIVITIES (EXCEPT NAUTICAL ACTIVITIES)

Business

1. Daily Screening of body temperature of employees with a thermal gun prior to entering the office.
2. Provision of hand sanitizers to employees and clients prior at all strategic areas including entrance reception desk and common areas. Briefing on mandatory sanitary requirements (such as wearing of mask, physical distancing, amongst others) to employees prior to engaging into any activity.
3. Employees having body temperature above 37.8C or displaying symptoms of the COVID-19 should not be allowed to engage in any activity and should immediately be referred to the nearest hospital.
4. Demarcation of physical distancing limits to be respected by all operators and employees.
5. Signage to inform clients that they will not be allowed access in the establishment/premises in the event they have high body temperature or display symptoms of COVID-19.
6. Privilege the use of contactless attendance.
7. Cleaning and disinfection of premises/site and duly record same in a logbook.
8. Provision of protective equipment (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with their duties.
9. Establishment of a protocol for suspected cases of COVID-19 and communication to all employees.
10. Setting up of an isolation room/area to be dedicated for suspected cases of COVID-19 (wherever applicable).
11. Ensure that Contractors/service providers across the supply chain operate in line with sanitary requirements.
12. Affixing of signage/posters in a conspicuous manner for information of employees and clients (hand washing techniques, physical distancing, location of hand sanitizer dispensers, etc)

13. Daily cleaning and disinfection of changing rooms and all related amenities and limit the number of employees inside the changing room at one time. Hand and face towels to be replaced by paper towels or cloth towel should be used only once and then washed.
14. Staff should use their personal bottles at water dispensers.
15. Review the seating layout of the staff mess room to meet physical distancing requirements and implement staggered break/lunch time for employees to prevent overcrowding of the mess.
16. Privilege ventilation of premises with fresh air and reduce the use of air conditioning as far as practicable.
17. Implement video conferencing meetings rather than face-to-face meetings where possible.
18. Provision of hand sanitizer dispenser at the cashier desk to enable clients to sanitize their hands prior to using the card machines.
19. Staff to monitor guests, during their stay/activity.
20. Ensure strict compliance with regulations / mandatory measures imposed by the Government at all times.
21. Encourage cashless payment transactions.
22. A logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.
23. Arrange for guests with respiratory symptoms to stay in their rooms until they are seen by a doctor.
24. Ensure that physical distancing limit is set where appropriate (in terms of queuing, sitting, standing, etc.)
25. In suspected cases of COVID-19 among guests or employees, the person shall be isolated and the Ministry responsible for Health be immediately contacted for initiation of Government's protocols.

Staff

1. In case of manual attendance, employees to use their own pens.
2. Comply with the physical distancing limit set with respect to the use of common areas (changing rooms, mess area).
3. Hand sanitizer dispensers to be refilled on a regular basis.
4. Covered pedal bins to be closed/covered at all times. Hands should be washed or disinfected after use.
5. Briefing on mandatory sanitary requirements (such as wearing of mask, social distancing, amongst others) to guests prior to engaging into any activity. Mandatory sanitary measures should be communicated to guests at time of reservation and on their booking vouchers.
6. Wherever cash transactions are being carried out, the cashier should be wearing gloves. Credit Card machine should be wiped/disinfected after each use.
7. Staff should wear their masks at all times, maintain physical distancing and avoid physical contact.

Client

1. Comply with sanitary requirements of the enterprise.
2. Ensure physical distancing.
3. Wash hands and use hand sanitisers regularly.

NOTE:

- In addition, licensee should abide by the specific measures for the respective activities as below.
- Full compliance to all measures is required before resuming activities.
- Non-compliance with set of conditions may entail suspension of licence.

ADDITIONAL MEASURES FOR TOURIST RESIDENCES/ GUEST HOUSES/ DOMAINE WITH ACCOMMODATION

General

1. No social and public gathering shall be allowed as per General Government Legislation.
2. Visitors access shall be restricted until further notice.

Rooms

1. All rooms and common areas to be naturally ventilated daily (where practicable)
2. Provision or sales of hand sanitizer to be used in private rooms and common areas.
3. Setting up of an isolation room to attend to any suspected case of COVID-19.
4. Cleaning and disinfection of door knobs, switches, handles, hand rails, etc. on a regular basis.
5. All covered pedal bins should be lined with waste bags.

Common Areas

1. Regular cleaning and disinfection of public spaces such as stairways, corridors, hand rails and door handles.
2. Signage/posters to be affixed in a conspicuous manner around the premises to sensitize guests on sanitary and precautionary measures.