



Blue Safari
SEYCHELLES



ALPHONSE
FISHING COMPANY
SEYCHELLES



WELCOME BACK

TO BLUE SAFARI SEYCHELLES

The Blue Safari Collection has been preparing to welcome guests back to the Seychelles by making changes to the way we provide our services. New standard operating procedures (SOP's) are in place for every touch point and guest experience that characterizes a stay at a Blue Safari Seychelles property.

Our SOP's will be updated within the parameters of the Government of Seychelles' instructions to the hospitality industry.

Our priority is to ensure that we provide the safest possible environment for our guests and our staff while providing a truly authentic Blue Safari experience.





GUEST ARRIVAL & WELCOME

Our guests will still enjoy a special welcome experience, with the following measures in place:



All guests passport details are to be provided by the guest or agent prior to check-in.



On arrival, guests will be required to use hand sanitizer provided and have their temperature monitored.



Hand-washing facilities will be available, with single use paper towels provided for hygiene purposes.



Our staff will be wearing face masks and gloves, and interaction with guests will be contactless, from a safe distance.



Check-in forms can be completed by guests as usual. We prefer guests to use their own pen, or we can provide a sanitized pen for use.



Welcome drinks will be served without contact and guests are to maintain a safe distance.



The welcome briefing to guests will include details of our safety and hygiene measures in place and what is required of guests during their stay (including the use of masks, gloves and keeping safe distances from other guests)



Guests' luggage will be disinfected and taken to the room by staff wearing gloves.



Face masks will be available for purchase for guests who do not have appropriate clean masks with them.

DINING EXPERIENCE

Our food service will continue at all properties, with the following measures in place:

- ✓ Guests will be required to use hand wash and sanitizer provided.
- ✓ Blue Safari Seychelles Lodges are blessed to have unique dining locations around their properties, both inside and outside, offering a private dining experience during meals.
- ✓ Only two guests per table are permitted, unless a travelling group of more than two has been confirmed at the welcome briefing.
- ✓ Communal dining will not be available and we will implement multiple seatings during service if required.
- ✓ One waiter will be allocated per table to take orders, serve the meal, and handle any utensils or tea and coffee facilities.
- ✓ Our staff are all trained on using minimal contact and communication during service and can take orders from a safe distance.
- ✓ All meals will be prepared to order and served plated, not family-style or buffet.
- ✓ Each of our properties have measures in place to suit their venue and facilities.





SUNDOWNERS

Our guests will enjoy sundowners with the following measures in place:



Sundowner location will have an established maximum capacity.



Seating areas will be spaced at safe distances.



There will be hand sanitizer available at each entrance and exit.



Service staff will wear face masks and gloves to serve food and drinks.



The service staff will practice minimal contact with guests.

CLEANING OF ROOMS

Our guest rooms will be thoroughly cleaned, with the following measures in place:



Guests can advise on check-in if they wish to minimize housekeeping to avoid interaction.



All room attendants will wear face masks and gloves during service and in guest areas.



Disinfectant will be used to wipe down all surfaces and door handles twice daily: In the morning when preparing the room and in the evening during turn-down.



Each room will undergo a deep clean between guest check-ins and check outs.



Spare blankets or pillows will be available on request only.



Mini-bars will be emptied. Guests can request stock on arrival.



On our decks, all loungers are cleaned and disinfected as per our room furniture protocols.



Our plunge pools are monitored to maintain a chlorine level between one to three part per million and a pH level between 6.8 and 7.4 in order to provide a virus-free experience.

LAUNDRY

Our laundry services will continue with the following measures in place:



Our laundry staff will wear face masks and gloves when handling laundry and only authorized staff are to handle laundry.



Bed sheets will not be replaced every day, as per our current eco-friendly system, unless guests specifically request this service.



All laundry will be done using recommended and approved COVID declaration disinfectant products.



All linen is sun-dried (where available) and ironed.



Any guest laundry will be washed separately from others.



Clean and dirty laundry will be clearly demarcated with no contact.

COMMUNAL AREAS

We will have the following measures in place to protect staff and guests:



Hand sanitizer will be available throughout each lodge. Soap and single-use hand towels will always be available in public restrooms.



A staff member will be assigned to conduct regular sanitizing duties of surfaces (including door handles, metallic surfaces, counters, etc.)



Social distancing rules apply, and seating may be arranged to ensure at least one metre distance between guests.



Dining: Family-style option for dining will not be available and all surfaces will be disinfected after each meal.



At the bar: the barmen will wear face masks and gloves during service with snacks prepared and served individually.



Pool water will be monitored to maintain a chlorine level between one to three parts per million and a pH level between 6.8 and 7.4 in order to provide virus-free experience.



In sitting areas and on sofas, guests will be encouraged to practice social distancing.



Disposable towels and bins will be placed in strategic areas.





SPA

Our spa may be operational: however, this is not guaranteed. We are waiting for guidance from the Seychelles authorities on what conditions they will mandate. Should our spa be operational, the following measures will be put in place to protect our guests and staff:



Spa treatments will be extended to one guest at a time to ensure social distancing.



Masseuses will thoroughly wash hands before and after each treatment, wear a face mask throughout the treatment, and change uniform after every session.



The spa will be sanitized between each session and linen will be changed.



Only back, neck and leg treatments will be permitted, no frontal or facial treatments.

BOUTIQUE

Our shops will be operational, with measures put in place specific to each shop. These may include:



Guests will be required to use provided hand sanitizer prior to entering shops.



Guest numbers will be limited in each shop at any given time to comply with social distancing.



Guests will be able to leave their order at the reception and collect when it's ready, rather than browse through the shop.



Sanitization of shops and items will be done daily.





STAFF

We will have the following measures in place to protect staff and guests:

- ✓ Staff will be trained in new standard operating procedures and up-to-date facts about COVID-19 (i.e. symptoms, how it is spread, guidelines and regulations, etc.).
- ✓ Staff will be educated on proper hygiene practices (such as coughing into elbow).
- ✓ Staff will practice social distancing with other staff and guests and avoid direct contact (including shaking hands).
- ✓ All staff will have their temperature monitored prior to commencing work.
- ✓ Staff will regularly wash their hands with soap and water, especially when arriving and leaving main areas, and will be required to use hand sanitizer provided.
- ✓ Staff will be provided with multiple face masks and gloves for use throughout their shifts.
- ✓ There will be a dedicated COVID Liaison Manager at each property.
- ✓ We will stagger meal times for staff to ensure social distancing.
- ✓ A quarantine room will be made available should a staff member become ill.
- ✓ All staff returning to the island will have their temperature monitored.
- ✓ If a staff member becomes ill there is provision for quarantine on-site in specially allocated staff accommodation.



WE ARE ALL IN THIS TOGETHER

In accordance with the spirit of Blue Safari Seychelles, our team has had a lot of fun working together to put our SOP's in place to ensure the safety of our guests.

We are now ready to warmly welcome our guests back to Blue Safari Seychelles.

