

Dear Valued Guest,

In this time of uncertainty due to the COVID-19 outbreak, Constance Belle Mare Plage would like to assure you that your safety and comfort remain our highest priority. Complementing already the mandatory preventive measures by our local government authorities and hygiene accreditations, we have launched the "Constance Stay Safe" initiative which establishes exhaustive measures focusing on all touchpoints of any interaction to ensure that every stay at our resort is safe.

Pre-travel procedures for visitors that have permission to enter Mauritius:



Only vaccinated travelers can come and stay in one of our certified COVID-19 hotels, make the most of the facilities and relax on the beach. All visitors who have permission to enter Mauritius are requested to submit a negative PCR test result that has been done between 5 and 7 days before departure. A copy of the PCR test will be needed at the airport upon check-in.



We strongly advise our guests to regularly check the travel requirements to enter their next destination country or to go back to their country of origin as the same may change without prior notice. Note that for all visitors who require an Exit-PCR test for entry in their next destination country or to go back to their country of origin, test results are expected to be received within 24 hours after the sample being taken.



The hotel is currently working with a medical laboratory approved by the Ministry of Health of Mauritius which will visit the Resort upon appointment to perform PCR tests. Our guests can now do their PCR test on-site. Our team will assist you with the appointment. The results will be communicated to you directly. However, the hotel can, neither be held responsible for any delay in receiving the results as this process is handled by the Ministry of Health of Mauritius, nor for any travel requirements that are not in line with the above mentioned timeline.

We now invite you to read and familiarize yourself with the most relevant procedures in place at our hotel that will help you to further enjoy a safe and wellbeing environment designed for your comfort during your stay:



We have a daily control and monitoring of body temperature in place and we are required to inform the health authorities in case of any Covid-19 related symptoms for all our guests and team members.



We have reinforced the social distancing between team members and guests.



We have streamlined the check-in process and created the Constance App which serves as an online platform for information sharing with all our guests. This application will allow our clients to see menus and learn more about the hotel facilities.

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MAURITIUS



All daily cleaning and sanitation processes will be done without the guest's presence inside the rooms. We have removed some of our room & stationary items that present a higher spreading risk for your safety. Turndown service will only be available on request.



Babysitting services are available on a reservation basis only. All babysitting services are done in open-air areas only. In the evenings, babysitting cannot be done inside the guest's room and will only take place in the Kid's Club.



We have adjusted our Food & Beverage service and culinary offers in accordance with the current food safety recommendations. Layout of tables in the restaurants has been revised in order to maintain social distancing. Paper menus will no longer be available. As part of our E-Menu strategy, we have implemented QR Codes in all our restaurants. We strongly recommend that you carry your Smartphone or Tablet when visiting the facilities.



Our Spa and Fitness Centre can be accessed on a reservation basis only and under strict hygiene regulations as instructed by the local health authorities. The gym will be open from 07h30 – 20h00. Wet area activities will not be operational as per Government regulations.



We kindly request our guests to wear a mask when visiting our restaurants, boutiques, Spa and all common areas as per legal requirements and official protocol by the Ministry of Health.



Our buggies will be limited to 2 guests at one time with the exception that all guests are from the same family.



Our Golf will work on a reservation basis as per tee time. All equipment will be sanitized before and after usage. Dedicated days will be allocated to the tourists and the Local Residents between the Legend and the Links golf, so that they don't play on the same golf course on the same day.



Only Non-motorized activities (Pedalos, Sea Kayaks, Laser boats, Hobby Cat, Wind Surfing) are allowed. Any motorized activities, including Scuba Diving will not be operational as per Government regulations.

We continue looking forward to welcome you with the same warmth, eagerness and hospitality that Constance Belle Mare Plage has always been known for. All our team members stand united and are fully committed towards overcoming these trying times. It certainly demands cooperation, collaboration and common action.

The management and the team remain at your disposal for any further assistance, you may require.

With our best regards.

The Management.

