



Blue Safari
SEYCHELLES

ALPHONSE
FISHING COMPANY
SEYCHELLES



WELCOME BACK

TO BLUE SAFARI SEYCHELLES

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

Our SOPs 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 may be wearing face masks, however it is not a mandatory requirement, 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 clean 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 the 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 travelling in a group of more than two people, which 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 to 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

As sundowners are a privilege, 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 may 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 may wear face masks and gloves during service and in guest areas.



The use of disinfectant for cleaning down all surfaces and door handles, will be done twice daily: In the morning when preparing room and 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 may 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.



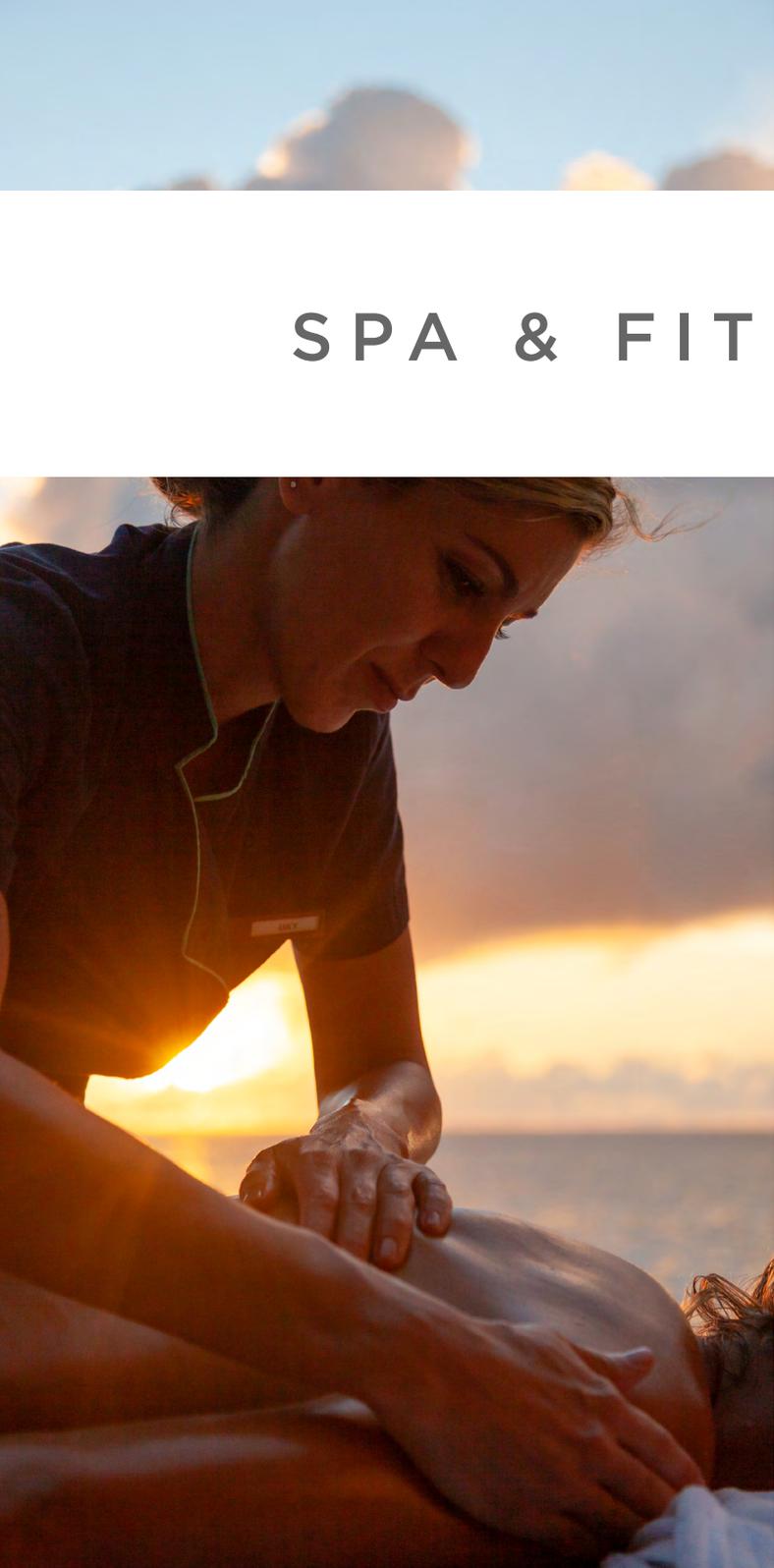
Clean and dirty laundry will be clearly demarcated with no contact.

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 rest rooms.
- ✓ A staff member will be assigned to conduct regular sanitization 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 may 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 & FITNESS



Spa treatments will be 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 their uniform after every session.



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



All treatments have resumed, however no couple massages are permitted.



There will be sanitizer and paper towels for guests use in the Fitness Centre. Guests are asked to please wipe down equipment after use. Deep cleaning will take place numerous times a day by designated staff.

BOUTIQUE

Our shops may be operating for guests, with measures put in place specific to each. These may include:

✔ Guest may be required to use the provided hand sanitizer prior to entering.

✔ 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.



PCR TESTS

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



We are able to conduct your PCR test by our trained nurse at our onsite clinic on Alphonse Island. A swab may only be taken on days where there is a charter flight scheduled to Mahé on the same day the swab is taken, so we are able to fly this swab back to Mahé in order for the swab to be processed at the central laboratory on the same day it is taken. There is a fee of \$110 for the swab to be collected from the IDC hangar and delivered to the laboratory for processing.



If you require a negative PCR test result for your departing airline or to enter into your country on your return from the Seychelles, our team can advise what the best option would be to suit the specific requirements that are in place for your next destination. On request we can advise on cost and procedure. In order to allow for processing times of the test results, we recommend planning 24 hours on either Alphonse Island or Mahé prior to your international flight departure. The nurse on Alphonse will arrange for your results to be emailed to you.



For guests that will be travelling to Cosmoledo, Astove or Farquhar Atoll's, we will make provisions for your mandatory test to be done when you land on Alphonse Island on your return leg of your journey. You are required to make the necessary arrangements to allow for 24 hours on either Alphonse or Mahe to await your PCR tests results.



Our reservations team is here to help you with all the relevant information you may need. Please ask us if you are unsure of anything to avoid any unforeseen delays or last minute changes to your trip.



THE TEAM

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

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



WE ARE ALL IN THIS TOGETHER

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

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

