



Mauritius

#MAURITIUS
now

TRAVELLING TO MAURITIUS

PROTOCOLS

Protocols effective as from 15 July 2021

Welcome to our safe paradise island



We are excited to welcome you to the beautiful island of Mauritius! These protocols have been established to help you plan a holiday to the island, which will be opening in phases during 2021.

What our protocols are based on...

The Covid-19 pandemic is an ever evolving situation. These regulations have been based on the knowledge of viral transmission and vaccine protection. These protocols apply to all travellers entering Mauritius (tourists, resident permit holders, Mauritians returning from abroad amongst others).



The world-class response of Mauritius to COVID-19

Mauritius ranked as one of the top countries in the world for its response to COVID-19.

The Government of Mauritius responded swiftly with stringent measures to contain the pandemic, with concerted efforts made by both the Government and population.

We are now ready to welcome guests to our paradise island and have established the following protocols to keep everyone safe.

"Despite the challenges in curbing the COVID-19 pandemic, Mauritius scored a very high mark on the Oxford COVID-19 Government Response Stringency Index³ in the middle of April 2020. In part, this success was due to a prompt and consistent governmental strategy."

The Lancet
1 November 2020

We are opening the island in phases during 2021



Enjoy a hotel holiday

15 July – 30 September

- Fully vaccinated travellers can enjoy a hotel holiday in paradise
- Use the hotel facilities and relax on the beach
- Explore our beautiful island after day 14



Explore the island

October onwards

- Full opening of the island!
- Fully vaccinated travellers will be allowed entry subject to a negative PCR test 72 hours prior to boarding
- Relax on the island and explore the attractions throughout your holiday



Enjoy a hotel holiday

JULY TO SEPTEMBER

Vaccinated travellers can come and stay in our certified COVID-19 safe hotels, make the most of the facilities and relax on the beach. This is your own little bubble in paradise.

Vaccinated guests

- Enjoy a hotel holiday in one of our certified COVID-19 safe hotels
- Relax on the beach and use the hotel facilities, excluding the spa
- You will have a PCR test on your day of arrival, day 7 and day 14
- After a negative PCR test on day 14, you are free to go and explore the island

Unvaccinated guests

- You must book a quarantine stay in an official quarantine hotel, including meals and transfers. This is only available for Mauritians
- You will be required to stay in your hotel room for 14 days and meals will be delivered to your room
- You will have a PCR test on your day of arrival, day 7 and day 14
- After a negative PCR test on day 14, you can freely explore the island and move to new accommodation or to your home

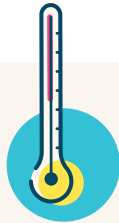
Your journey to Mauritius

15 July – 30 September 2021

VACCINATED
GUESTS

PHASE 1

Pre-departure



You can find entry requirements from your airline or the Mauritius Now website

Plan a holiday staying in one of our certified COVID-19 safe hotels

Book a PCR test 5 – 7 days before departure

Book travel insurance with COVID-19 cover

At your hotel



Stay in your room until you get a negative PCR test result by SMS. This should be between 6–12 hours and your meals will be delivered to your room during this time

When you receive a negative test result, you can move around the hotel premises and enjoy the hotel facilities and beach

You will have a PCR test on day 7 and day 14

After proof of a negative test on day 14, you can freely explore the island

Airport & flight



Mandatory documents at check-in:

- Certified COVID-19 safe hotel booking
- Negative PCR test result obtained 5 – 7 days before departure from the final point of embarkation
- Vaccination card
- Insurance cover

Wear a mask throughout the flight, unless eating or drinking

Fill out health forms during your flight

Passengers travelling through hubs or making a stopover must take into consideration the COVID-19 protocols in the respective countries

Leisure



During phase 1, you can enjoy a hotel holiday but will not be able to explore the island if staying fewer than 14 nights

If your hotel has a golf course, you may use this on selected days

Spa facilities will be closed during this time

Arrival & transfer



You will have a temperature check on arrival and undergo a PCR test at the airport

Accredited destination management companies (DMCs) will provide transfers to your certified hotel

Departure



You may leave the hotel before 14 days to transfer back to the airport and fly home

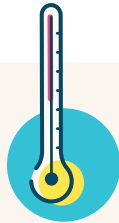
Your journey to Mauritius

15 July – 30 September 2021

UNVACCINATED
GUESTS

PHASE 1: FOR MAURITIAN NATIONALS ONLY

Pre-departure



A quarantine stay is only available to Mauritians between 15 July and 30 September 2021

You can find entry requirements from your airline or on the Mauritius Now website

Plan an in-room quarantine stay in one of our official quarantine hotels

Book a PCR test 5-7 days before departure

Book travel insurance with COVID -19 cover

Airport & flight



Mandatory documents at check-in:

- Official quarantine hotel booking
- Negative PCR test result obtained 5 - 7 days before departure from the final point of embarkation
- Your insurance cover

Wear a mask throughout the flight, unless eating or drinking

Fill out health forms during the flight

Arrival & transfer



You will have a temperature check on arrival and undergo a PCR test at the airport

After baggage reclaim, passengers will be directed to their transfer coaches

Accredited destination management companies (DMCs) will provide transfers to your quarantine hotel

At your hotel



You must quarantine in your room for 14 days. Meals will be delivered to your door

You will have a PCR test on day 7 and day 14

Leisure



During your quarantine stay, you will not be able to use any leisure facilities or explore the island

Departure



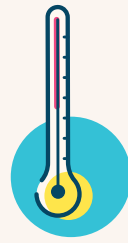
After a negative test result on day 14, you can check out of the hotel

What can I expect during a holiday in Mauritius during phase 1?

During phase 1, we are welcoming you to the island for a hotel holiday. That means you can use all the hotel facilities, excluding the spa, and relax around the pool or on the stretch of beach edging the hotel.

During our vaccination rollout, we prioritised our frontline staff and their immediate households, which included those who work in our tourism industry. This means we are confident in welcoming you back to the island, and our airport and hotel staff are fully trained in hygiene protocol.

Please be a responsible traveller and read these guidelines fully before you visit.



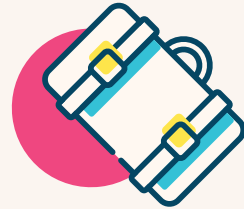
Before departure

- Passengers must be fully vaccinated with a COVID vaccine recognised by the Mauritian authorities. If a second dose of a vaccine is required to be fully vaccinated, this must be given at least three weeks before arrival. Passengers under 18 years of age are currently exempted from vaccination at this time. However, they will need to undergo a PCR test.
- Passengers must have medical insurance, covering repatriation/medical treatment for COVID-19 in Mauritius and additional hotel costs if they have to stay in quarantine owing to a positive relative.
- Passengers must have booked, prior to departure, their entire stay in a certified hotel for a mandatory period, ranging from one night to 14 nights. Beyond 14 days, guests are free to stay in Mauritius at a place of their choice if all PCRs are negative.
- Passengers need to be made aware that they will not be allowed to leave the perimeter of the hotel and designated beach area during their stay. They must follow social distancing guidelines and undergo the mandatory PCR testing on day 0, 7 and 14. Passengers will be hospitalised during their stay if they have a positive PCR test (they may be repatriated) and travelling companions of an infected person may be quarantined.
- Passengers must undergo a PCR test between day 5 and day 7 before their arrival in Mauritius. To travel to Mauritius, this test must be negative.



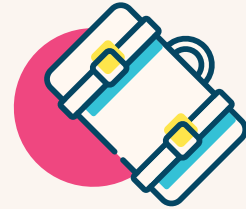
Airport and flight

- At the airport of departure and during the journey, passengers must wear a mask, except at mealtimes.
- Passengers should sanitise their hands regularly, at least before entering the aircraft, before meals and after using the washroom.
- The passenger must fill in the various health forms during the flight, so that they are ready on arrival.



On arrival in Mauritius

- The temperature of each passenger will be checked on arrival at the airport. If the temperature exceeds 37.8 degrees, the passenger will be isolated in the dedicated isolation room at the airport. They will be examined by the airport doctor and may have to undergo a PCR test by GenXpert, the result of which will be obtained in about an hour. Depending on the result, the passenger will be referred to a health centre or to their hotel.
- Hand sanitisation is mandatory upon arrival at the airport.
- Passengers with a normal temperature on arrival will undergo a PCR test, which will be carried out at the airport. The results will be made available within 6 to 12 hours.



Transfer to your hotel

- After baggage collection, passengers will be taken to their respective hotel by approved transfer operators. Wearing a mask is compulsory throughout the transfer.
- The vehicles will be sanitised between each transfer.
- The windows will be kept open during the entire transfer.
- All transfer staff will be vaccinated, as well as their immediate family members.



At the hotel

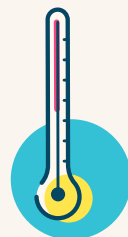
- Guests should not leave their room until they have had confirmation of a negative PCR test. One or two meals will be served in the room. Guests will receive the result of their test by SMS and another means if the guest does not have SMS. If the result is negative, guests will be allowed to move freely within the hotel premises.
- Guests will be required to maintain social distancing during their stay while circulating in the hotel premises. They will be able to remove their mask at the beach, at the swimming pool and when seated at a table or at the bar.
- The housekeeping service in the room will be done in strict compliance with sanitary protocols.
- All hotel staff, as well as their immediate family, will be vaccinated.

At the hotel

- In the restaurant, there will be no buffet. Guests will be able to remove their masks when seated, but must put the mask back on if they get up or go to the washroom.
- At the bar, during musical entertainment, seated customers may remove their masks.
- Watersports are allowed without masks. In the case of activities such as gymnastics, yoga, aquagym, etc, a distance of two metres must be kept between each guest.
- The hotel gym will be open in compliance with sanitary protocols, and by prior appointment only.
- Shops will be open and the maximum capacity will be shown on the door. Guests must wear a mask within the shop.

At the hotel

- Nightclubs will not be operational.
- The spa service will not be available during this period.
- Access to golf courses will be allowed. You can use an approved vehicle if required to access the course and use of a golf cart is permitted.
- For safety reasons, tourists and locals will be allocated separate days on the golf course.
- Kids' and teens' clubs will be operational in strict compliance with sanitary protocols.
- You may access the hotel's designated beach area, but may not walk further along the beach or exit the hotel's main entrance.



Testing during your stay

- Guests will have mandatory PCR tests on day 7 and day 14 of their stay. This will be carried out in their hotel room. After 14 days, if they are negative and all other people in the hotel are negative, including staff, they will be allowed to leave the hotel and explore the island.
- If guests require PCR tests during their stay in order to fly, they will be conducted in the guest's hotel room and be collected by the private clinic at their own expense.



Returning to the airport

If passengers depart before the 14 days, they will be taken to the airport through a sanitary corridor by approved transfer agents, allowing minimal contact between passengers and residents.

What if there is a suspected or confirmed case at my hotel?

- If one or more guests test positive in the resort, the people who remain negative will have to, at the end of their 14 days, after their negative PCR test on day 14, isolate themselves for 7 days in the place of their choice in Mauritius (same hotel, other hotel, rented villa, home). They will have to strictly observe the self-isolation measures that will be explained to them. If the PCR test on day 7 of their self-isolation is negative, they will be able to return to their normal activities in the community. If people do not wish to undergo quarantine and/or self-isolation, return to the country of origin will be possible, within a sanitary corridor.
- If a client tests positive, it will be compulsory for him/her to be taken to a care centre with the Rapid Response Team. This will be a hotel/hospital if the person is asymptomatic and has no risk factors, or a stay at ENT if there are risk factors and/or the person is symptomatic. Repatriation by air ambulance is permitted.
- If a positive guest is accompanied by relatives, they will have to stay in quarantine for 14 days in a part of the hotel, which will be dedicated to this activity and will be geographically separated from the resort part. This quarantine area will be managed in partnership with the health department or the relatives of the positive person will be sent to a quarantine hotel, managed by the health department and of the same category as the initial hotel. If the quarantined clients wish, they can be escorted to the airport during the quarantine period to return to their country, according to the health corridor principle.



Full reopening of the island

1 OCTOBER 2021 ONWARDS

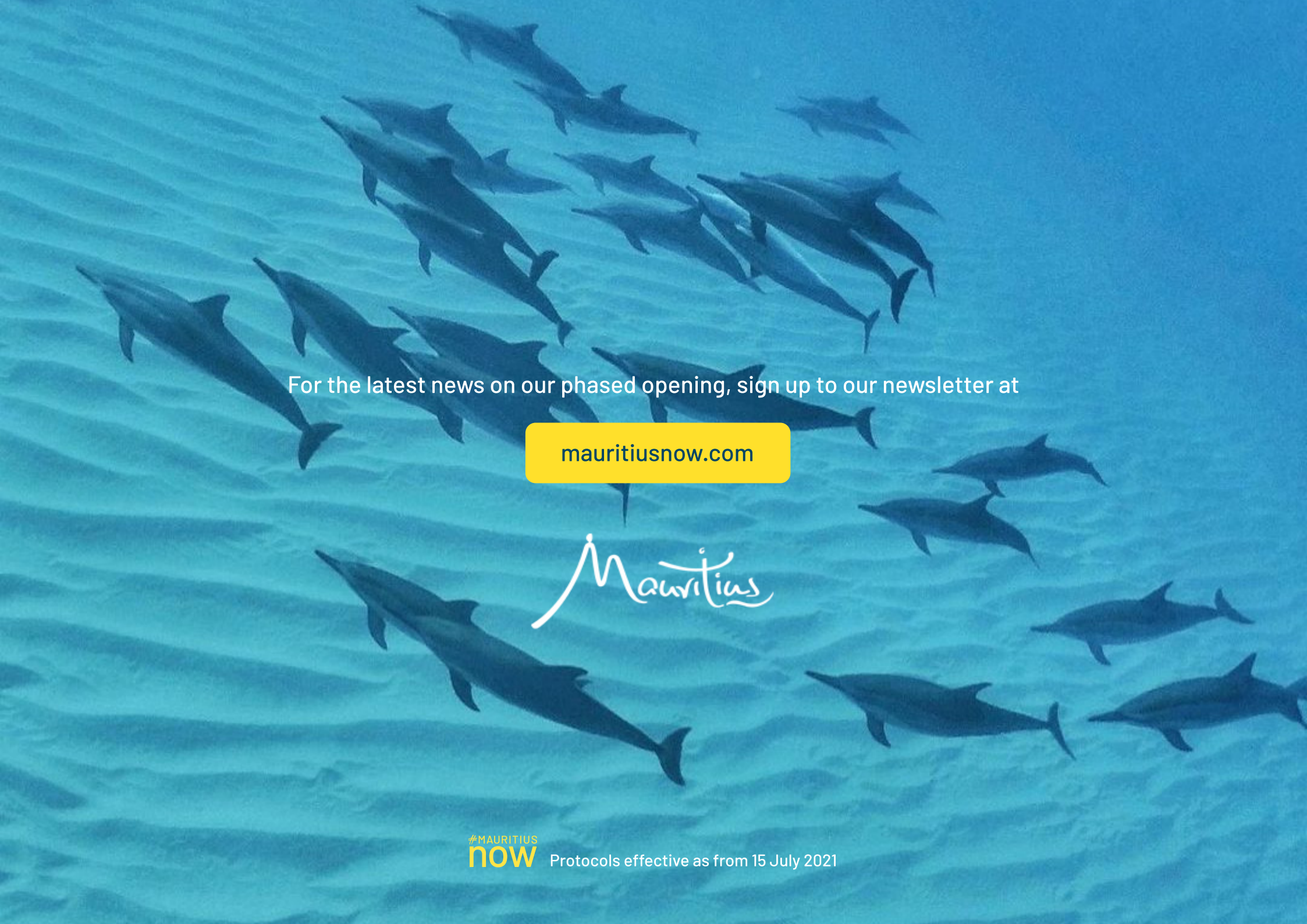
We are working towards a full reopening of the island from 1 October 2021, so you can enjoy an unrestricted stay on the island and explore the attractions throughout your holiday.

Vaccinated guests

- Full opening of the island!
- Freely explore our island and its attractions throughout your holiday
- You must present a negative PCR test taken within 72 hours of departure to be allowed entry to the island

Unvaccinated guests

- You must book a quarantine stay in an official quarantine hotel, including meals and transfers
- You will be required to stay in your hotel room for 14 days and meals will be delivered to your room
- You will undergo a PCR test on your day of arrival, day 7 and day 14
- After a negative PCR test on day 14, you can freely explore the island and move to new accommodation or go home



For the latest news on our phased opening, sign up to our newsletter at

mauritiusnow.com

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