



SHANTI MAURICE COVID-19 POLICY



WITH ENHANCED AFTER COVID-19 PRECAUTIONS

Continue to explore the world in the new “normal” after the COVID-19 pandemic, but most important is a safe travel and a safe holiday.

At Shanti Maurice Resort & Spa, we care for your comfort and for your safety. AFTER COVID-19, we engage ourselves to provide to our guests a safe environment with enhanced health protection through fully sanitized room and public areas; a promise to a peaceful, private and uncongested venue.

Our entire team is trained to provide the most care through social distancing and privacy; yet ensuring excellent customer service for a leading hospitality in safety and comfort.

Our Boutique Lifestyle Beach Resort is spread out over 36 acres of lush vegetation and offers only 61 Suites & Villas; the Estate is guaranteed crowd free. We promise the privilege of space for utmost privacy of our guests. With a certified sanitized Estate, Shanti Maurice is your next safe dream getaway assuring your peace of mind.

AFTER COVID-19 precautions include our #MySafeZone program which cares for a complete review and adaptation of operational exigencies. We reassure that our sanitized measures, products used and hygiene protocols are certified, licensed and audited by the leading local hygiene company Diversey and SGS. We also have an in-house dedicated Health & Safety team as well as a partnered medical team from the Clinic Du Nord.

Take advantage of our pre-stay communication with our dedicated concierge team, who will be glad to organize your next hassle-free holiday in our corner of paradise.

We look forward to welcoming you soon.

The team @ Shanti Maurice

#ShantiMaurice #ShantiWellness #MySafeZone

The Shanti Maurice Resort & Spa “MySafeZone” program includes amongst others following after COVID-19 precautions and services :



Private estate

Closed resort estate, no public access (except beach).



Stand-alone location

Enjoy free neighboring surroundings and villages in naturally set distancing.



Remote location

Nested in the unspoiled South of Mauritius reputed for the lowest densely population area and far away from crowded towns and beaches, not to mentioned mass concentrated industrial and economic activity.



Hotel capacity

Limited to 100 resort guests only.



Space is safety

16-hectare (160.000sqm) estate for maximum 100 guests = 1.600 sqm per guest.



Crowd-free

Boutique Resort With only 17 villas and 44 suites.



17 Private Villas with individual heated pool

17 Private Villas with individual heated pool for maximum distancing and full privacy.



44 Suites

With more than 81sqm and large private terraces in suite-blocks of maximum 4 suites for high level of distancing and privacy.



100% access control

Access control for our suppliers and any estate guest with highest level of Covid-19 protection measurements (thermal camera entrance control and detailed daily temperature registration).



100% employee health care system

Rolling detailed daily medical and temperature files for each single team member with daily health control before entering the estate.



In house qualified medical team

Doctor and nurse on site for daily temperature reading of our guests and staff and for medical checks and support for the resort.



Rapid testing

Available on site executed by our medical team.



Close circuit 100% hygiene conformity for goods & deliveries

From delivery of raw product to consumption strict hygiene practice is applied and audited.



Complimentary disinfection

Hand Sanitizing portable dispensers in guests' room and pop up hand free sanitizing station in a 360 degree coverage in guest's common area and entire back of the house service.



Zero contact in room housekeeping services

Flexibility to choose own cleaning time for contact free process with hygiene trained housekeeping attendant using approved international sanitize product.



High touched surfaces in guests' common areas

Intensify high frequency sanitizing program with minimum 3 times cleaning on a daily basis.



Door handle-free access common areas

All areas are re-designed to provide door handle free access.



Protection mask compulsory

For staff in all areas 24-7 and for guests in public areas only.



Airport Pick-Up & departure in safety

Contact less welcome protocol at the private counter at the airport and door handle free welcome to the private sanitized limousine and Chauffeur wearing face mask – Sanitizing gel and wipes available in the car. Reciprocated service for departure applied.



Arrival & departure experience in safety

Contact less check-in and check-out protocol and disinfected key cards and documents and online pre-stay setting with our concierge team.



Luggage disinfection

And delivery to your room with disinfected outside surfaces and handles of luggage.



Contactless communication

24 hours optional
Communicate with our Guest Relation team and all our departments comfortable from your device via our in-resort-app, by telephone or via WhatsApp messages.

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Brochure & Menu card free

No need for information papers, menu cards or brochures. The entire resort details for every area and service including all menu cards are instant 24-7-365 available on your personal private device for information, order and our live chat-communication, paired with our up to 100MBPs Wi-Fi coverage over the entire estate including beach etc.



Restaurants & Bars with your personal privacy and safety zone

Featuring 3m minimum distance for safe dining or luncheon between each table and all waiters wearing masks and gloves. Optional service available either traditional table service or full contact free delivery - plated in front of your table within the 2 m distance for self-pick up.



Safe eating

Single usage menu cards at your choice and with one click the entire menu cards on our app from your personal mobile device. Any food and beverage order can be pre-ordered via App and telephone at your comfort. Usage of disinfected packed cutleries sealed on each table and sanitizing hand wipes and hand gel are available on each table for self-service.



Room-Service complimentary (no tray charge applies) and contact less delivery

Drop in front of the room on tray stand.



Wellness

Supporting medical recovery and prevention – Daily complimentary breathing training techniques, yoga and meditation session.



Safe Spa treatments

Hygiene and Safety trained therapists wearing hair net, face mask, face shield and gloves for selected treatment. Full hygiene protocol is followed for guests and therapist sanitization before and after the treatment.



Sunbathing with safety space

Escape the massive crowded beaches of Mauritius- enjoy the comfort of a nearly private setting offering beach and pool sunbed set with minimum of 5m distance in between each sunbed kiosk. The beach is stretch on 800 meters offering only 44 sunbed kiosks. All the junior suite beach front has its own reserved sunbed kiosk in front of their room. The beach suite villa has its dedicated reserved sun bed kiosk and enjoy approximately 30 m of distancing between each other. The separate villa beach shore of 300 m length accommodate only 11 sunbed kiosks reserved on exclusivity and a minimum 5m distancing between each kiosk.



Pool please in safety

All villas do feature fully individual private heated pools. Reduced shared main-pool sunbed setting with minimum 3m distance and life guard ensuring distance and safety is applied with maximum 12 persons in and around this 3.000 sqm pool.



Pool & beach service

Order/delivery option with waiters in distance or online order via app.



Gym (24 hours open, 300sqm) in safety

Gym machines with extensive distance between each machine and maximum 1 person or 1 couple in the gym at same time to ensure maximum space and gym operates only on private reservation.



Complimentary group wellness

Safe Complimentary group wellness sessions (yoga, meditation, aerobic etc.) in private setting with 3m distance between each participant and reduced group size to maximum 2-6 persons.



Lap-pool private training

Private reservation for the heated 25m lap pool for private swimming training session.



Jacuzzi and sauna pleasures in privacy

The outdoor heated Jacuzzi and the steam bath and sauna units are available only on private reservation daily from 8am to 8pm. This is a complimentary service from the resort.



Jogging track with flood light

Private running training 24 hours available with private track circuit reservation.



Safe Excursion and roundtrips

Contact free welcome and door handle free entering to the private disinfected limousine including Wi-Fi and driver guides wearing masks – hand sanitizer and hand wipes available in the car.



Flexibility

100% flexible rebooking and no cancellation or early departure fees for all bookings even during stay in resort to ensure you can adapt to the new dynamic around the world with its developments in pandemic control (*Conditions apply, please contact our reservation team).