



Sanitary Protocols

July 2022

Labourdonnais Waterfront Hotel
Le Suffren Hotel & Marina
Hennessy Park Hotel
The Address Boutique Hotel

 **NINETY-SIX**
HOTEL COLLECTION



At Ninety-Six Hotel Collection, the core of our concern remains the safety and comfort of our guests. We have re-inforced and adapted our Quality and Health & Safety Procedures in line with local and international guidelines to welcome our valued guests back in a safe environment.



Health and Safety Policy and Protocols

We have implemented health and safety protocols in all spheres of our establishments. Our personnel is trained with regards to measures being adopted to protect their own health and that of others. We display guidelines in common areas that we recommend to be followed by our visitors including employees and guests, and provide the necessary resources to uphold all hygienic protocols.



Guest Experience



Check-in / Check-Out

We aim to provide a unique and chic Guest Experience to anyone who walks into our hotels. In addition to usual standards of excellence, we have introduced new measures such as smart keys, contactless payment, and even an on-call doctor to cater for the safety and well-being of our guests.

- Availability of touchless hand sanitizers at different key places in the hotels
- Smart keys
- Contactless payment methods
- Credit Card machines sanitized before and after each usage
- High-touch points sanitized before and after each usage
- Doctor on-call, rapid services within 15 minutes
- First Aiders available at all times on-site, while respecting all sanitary protocols
- All Protocols established by Authorities are strictly followed.
- Valet Parking Facilities are Available. Drivers sanitise their hands before and after driving the vehicle.



Rooms

We have put in place certain protocols to clean and disinfect our rooms, with a particular attention to high-touch points such as light switches, remote controls, door handles, telephone hand set, dial pads and so on.

- Cleaning Matrix for high-touch points in place
- Regular cleaning of AC filters
- In-room dining: Menus available through a QR Code
- All used towels and linens are sent to laundry to be washed / dried at a minimum temperature of 70 °C
- After thorough cleaning of rooms, we apply E-spray: an Electrostatic Hygiene technology for thorough disinfection of rooms





Food and Beverages



In our restaurant and bars, we have introduced digital menus through QR Codes or Ipads to limit touch points and now accept contactless payment. We thoroughly sanitise our tables, chairs and all high-touch points on a regular basis / after each guests visit.

- Availability of touchless hand sanitizers at the entrance of restaurants
- Digital menus through QR Code
- Menu on Ipad available at restaurants
- Contactless payment methods
- Individual sanitizers on each table
- Salt & Pepper shakers are sanitized before and after each usage
- Napkins washed / dried at a minimum temperature of 70 °C and bear the words "sanitized" indicated on the napkin ring. They are handled with care and delivered to customers using tongs
- All cutlery is washed at high temperatures and then disinfected, respecting strict sanitary protocols before being placed on the tables
- Unused cutlery on tables are sent for washing and disinfection after each guest's visit





Public Areas

With a great number of guests going to our restaurants and bars, the sanitization of public areas is always a priority.

- Increased frequency for cleaning and disinfection of high-touch points on an Hourly Basis
- Regular cleaning and disinfection of common places such as washrooms

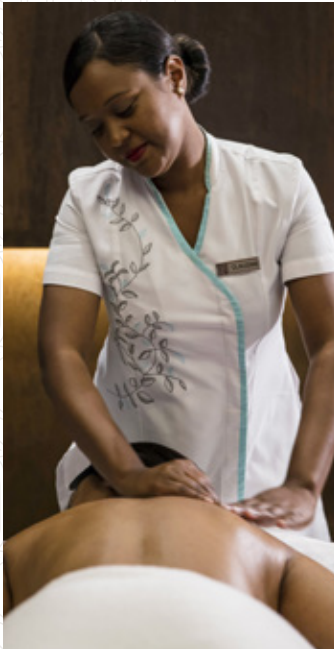


Banqueting and Conferencing

To make sure your event goes without any mishap, our Banquets Team is always there to assist you. In the wake of the post COVID-19 world and the new way of doing business, we apply our sanitary protocols strictly in our conference areas before, during and after your event.

- Availability of hand sanitizers in all conference rooms
- Tables and chairs are cleaned and disinfected between each conference
- Equipment used (microphone, lectern, etc.) are disinfected before and after each conference
- All cutlery is washed at high temperatures and then disinfected, respecting strict sanitary protocols before being placed on the tables
- Buffet available for conferences, with assisted service by waiters





Gym / Spa / Pools

I Spa Fitness & Wellness Club has witnessed the addition of many safety protocols so that our visitors may concentrate on having a relaxing session at the spa or a dynamic session in the gym without any worries.

- Health assessment forms are filled by therapists for guests to avoid many people using same pen
- Digital menus on QR Code
- Gym equipment are sanitized before and after each guest use
- Yoga mats are cleaned and sanitized after each use
- Cabins are cleaned and disinfected before and after each guest treatment
- Disinfection of high touch points such as door handles every hour
- Hand washing and sanitizing before doing treatment to guests
- Shower is mandatory before every treatment (except for manicure, pedicure)
- Used towels and linens are kept in a basket and sent to laundry to be washed and dried at a minimum temperature of at 70 °C
- Maintaining the concentration of disinfectant in the pools within limits recommended, closer to the upper limit of the range
- Contactless payment methods
- Credit Card machines are sanitized before and after each usage
- Sunbeds cleaned and sanitized on a daily basis



Quality and Sustainability Standards

Acting as a responsible member of the community, Ninety-Six Hotel Collection has always put much emphasis on quality and sustainability standards throughout the years and has upgraded its standards to promote a COVID-19 free environment in its establishments.



- Quality, Environmental and Food Safety Policy
- Waste Segregation and Management in place
- Environment-friendly measures in place
- Food Safety Standards - HACCP Certified
- Regular training of our Team Members in terms of sanitary protocols
- Suppliers control
- Regular internal and external surprise audits

Cleaning Products and Protocols

- We work with our valued suppliers to ensure we are using chemicals that are approved and proven to be efficient against bacteria and viruses.
- Cleaning matrix for all high-touch points throughout the Hotel Premises.



Our Hygiene Commitment

Ninety-Six Hotel Collection have been “Safe Travels” certified by the Tourism Authority. This certificate demonstrates our pledge to follow all sanitary guidelines established by the Tourism Authority.



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