



HOTEL INFOS

A

AIR CONDITIONING

All rooms are equipped with air conditioning facilities.

Kindly keep your door and windows closed when the air conditioning is switched on, to maintain the temperature.

For your comfort, we recommend setting the temperature at a minimum of 24°C to avoid thermal shock. Moreover, the cooling speed is the same regardless the set of temperature. To help us to protect our environment, please switch off the air conditioner when leaving your room.

ANIMALS

For hygiene purposes, pets are not allowed on the hotel premises. We recommend not to feed animals and birds.

ASSEMBLY POINTS

There are 2 assembly points which are located at the tennis court and reception parking. Kindly refer to the evacuation plan displayed in your room and follow directional arrows.

AYO!

You can learn to juggle with the Creole word “Ayo”. It means “Great”! “Too bad”! “Well”! “I’m sorry”! Among a myriad of other meanings... You will hear it often so do use it too! “Ayo” is also the name of a friendly dodo bird, our kids club’s mascot. Look under the letter K for Kids club to find it.

B

BABY SITTING

A baby-sitting service is available upon request (at extra cost) with a 24-hour notice.

Please contact either the reception or the kids club for further information and bookings.

BICYCLE AND SCOOTER RENTAL

Bike and scooter rental services are available at the hotel. It is compulsory to wear a rider’s helmet for your own safety. Please drive carefully and remember that we are driving on the left side of the road in Mauritius!

BEACH

Sun loungers and umbrellas are at your disposal, free of charge. For your comfort and safety, please wear a hat, sunglasses and sun cream as well as protective shoes for swimming. Kindly note that a number of external service providers such as beach hawkers, pleasure craft operators, parasailing operators and tour organizers, propose ranges of products or activities over which the hotel has no control whatsoever. The hotel declines all responsibilities for any problem arising from the above-mentioned services and/or activities. Take note there are no lifeguards. You are invited to contact the boat house for tides information.

BEACH TOWELS

Beach towels are available at the towel cabana situated next to the kids' club, from 09:00 to :00. Please hand over the card delivered to you upon check in in exchange for a beach towel and return the card to reception when checking out. Should the card or the towel not be returned, Rs. 800 will be charged to your account. For the comfort of all guests, please refrain from retaining the sun loungers by your beach towels while you are out of premises.

BIRTHDAY AND SPECIAL EVENTS

Should you wish to celebrate any special event, please contact the reception on 0 for prior arrangements. Our team will be happy to organize it.

BOAT HOUSE

The boat house is open daily between 09:00 and 17:00 in winter and 09:00 to 18:00 in summer. The boat house proposes several free of charge activities (kayak, pedal boat, stand up paddle, hobbie cat). You will be requested to complete a disclaimer which will be valid for your whole stay. Please consider all safety instructions posted and the flag system in place before doing any activity. Also pay attention to the general weather and tides information. It is compulsory to wear a life jacket for all sea related activities.

Aligned with our Positive Impact movement, and in order to respect the marine life as much as possible, we do not offer any motorised nautical activity, except the glass bottom boat, with the least polluting engine possible.

BULK SHOP

You won't find any useless packaging in your room and mini bar. Come and help yourself directly to tea, coffee, snacks and other delicious goodies at our Bulk Shop. Please return your empty jars at the bulk shop to be refilled during your stay and please also return the empty ones on your departure day. Opening hours: 08:00 - 20:00

C

CASH PAYMENT

Cash payment is not allowed within the hotel, except at the reception.

CHECK-IN AND CHECK-OUT

The check-in time is 14:00. The All-Inclusive package starts as from your arrival at the hotel. The check-out time is 12:00. Should you wish to extend your check-out time, arrangements can be made at the reception, upon availability.

Additional fees apply. For your comfort, changing and luggage rooms are available.

Approximate travel time from Sir Seewoosagur Ramgoolam International Airport is one hour and a half.

The airport recommends that you arrive at least three hours before your scheduled flight. For airport transfer, please contact reception.

CLINIC

Please contact reception on 0 for assistance

CREDIT CARDS

The following international credit cards are accepted at the hotel: American Express, Visa, Diners Club International and MasterCard.

CYCLONES

Mauritius is located in a cyclonic zone. The cyclonic period prevails from October to April. In the event of a cyclone warning, guest will be kept informed of the weather conditions and of the precautions to be taken.

D

DO NOT DISTURB

If you do not wish to be disturbed in your room, please put the "Do not disturb" sign on your outside door knob.

Kindly inform reception not to transfer any call to your room.

DOCTOR

A doctor is on call 24 hours a day at extra cost, payable directly. Kindly contact reception on 0 in case of emergency.

DOPPER FLASK

Upon arrival, a Dopper flask will be provided at the Laboutik with a deposit of Rs 500 to use throughout your stay. You can fill up at the bars. You can also buy one at our shop to take home with you. 5% of the profits from the sale of Dopper flask are donated to the Green Attitude Foundation, which contributes to the protection of the environment and supports the local economy and community.

Dopper is a water flask brand committed to fighting plastic pollution. Just like us.

Join our Positive Impact movement on www.hotels-attitude.com/positiveimpact

DRESS CODE

We know how chilled-out a holiday here can be... but don't forget to cover up your swimwear while in our restaurants during the daytime. From 18:30, an elegant dress code applies.

You are welcome to wear dresses, smart shorts or trousers, short or long-sleeved shirts and smart shoes and sandals.

Please keep swimsuits, pareos and flip flops for relaxing by the pool or on the beach!

E ELECTRICAL SUPPLY AND VOLTAGE

The hotel electrical supply is 220 / 240 volts. Both three pins (British type) and two pins (European type) plugs are used.

As a strict safety measure, do not use the plug reserved for razors in the bathroom for any other electrical appliance.

EMERGENCIES

In case of emergency, please dial 0.

ENVIRONMENT

We have the protection of the environment at heart. To this end, we have taken several actions to reduce our negative impact on the nature. You will find out more about our initiatives on our website: <https://hotels-attitude.com/en/positive-impact/> Going out? Because every little action helps, take with you a blue net bag while going out and help us cleaning the nature by picking up rubbish.

EXTRA CONSUMPTIONS The All-Inclusive package is applicable to guest residents only. Please note that any consumption offered to a third party will be charged.

Therefore, you are kindly requested to sign all your bills to be settled at the Reception's desk upon departure.

F

FAMILY MEMBERS

We call our team members Family Members. With their warm welcome, their spontaneous smiles and typical Mauritian expertise, our Family Members offer you a unique and authentic Mauritian experience.

FIRE

For your safety and security, please carefully read the fire evacuation notice displayed in your room. In case of fire, please follow all the instructions as defined in the notice and move at once towards the assembly point as per directional arrows and guidance of fire wardens.

There are 2 assembly points which are located at the tennis court and reception parking.

FITNESS CENTRE

Equipped with exercisers, the fitness centre is opened from 07:00 to 20:00. Access is granted to guests aged 16 years old and above. This facility does not provide the assistance of a fitness instructor. Please abide by the safety instructions displayed in the fitness centre. The fitness centre is not supervised.

FOREIGN CURRENCY EXCHANGE

The local currency is the Mauritian rupee (Rs). Foreign currencies can be exchanged at the reception. Personal cheques are not accepted.

FUMIGATION

Twice a week, a fumigation operation against mosquitoes is carried out on the hotel premises during approximately one hour. While fumigation is not at all harmful to your health, we recommend for your comfort to remain away from the treated zone. We sincerely apologize for all inconvenience caused.

G

GREEN ATTITUDE FOUNDATION

The foundation was launched in 2014 and is dedicated to preservation of the environment and sustainable development. It supports numerous awarenessraising and preservation projects through the Marine Discovery Centre. It also supports local communities and the promotion of our cultural heritage through Konpoz to Lamizik, our musical competition. Please note that a voluntary contribution to the foundation of Rs 200 is automatically added to your bill to fund our different projects. As per your request, same can be removed. You will find more about those projects on our website: [https:// hotels-attitude.com/en/positiveimpact/](https://hotels-attitude.com/en/positiveimpact/)

H

HAIRDRESSING

A hairdresser is available upon request. Please contact Spa POZ on 1806 for any booking.

HOUSEKEEPING

Cleaning service is offered every day from 08:30 to 16:00. For any request of room cleaning at specific time, kindly contact the reception on extension 0.

I

INTERNET FACILITIES AND WIFI

The hotel Wi-Fi zone covers all rooms, the beach and public areas. Please collect your Wi-Fi password at reception. Only two devices are permitted to be connected per guest room.

K

KEYS

Please return your key to the reception upon departure. Should you misplace your key during your stay, please inform the reception immediately for security purposes. An additional Rs. 100 will be charged on your account in case of all lost room keys.

KIDS CLUB

The kids club welcomes children aged 3 to 12 years old from 09:00 to 16:00 daily. Registration of children takes place during opening hours. Daily activities are organised for the children. Please respect the kids club schedule, rules and regulations for the smooth and safe running of its activities. Do not hesitate to contact the entertainment team on 1804 or reception on 0 for any further information.

L

LAUNDRY SERVICE

A laundry, ironing and dry-cleaning service is available at the hotel. A laundry price list is available in your room. This service is not available on Sundays and public holidays. All items handed in before noon will be returned the following day.

LOCAL TIME

Our local time is GMT+4. But the island lives at its own pace... Take your time... Do nothing if you feel like it...

LUGGAGE

A luggage room is available upon departure. Please ensure that all your valuables are safely locked and your luggage is well labelled. For any assistance, please contact reception.

M

MARINE DISCOVERY CENTRE

This is our educational and interactive centre with the aim of uniting all stakeholders in the coastal zone to preserve and restore the marine ecosystems. A team of professionals welcomes you from Monday to Saturday. Explore our local marine environment through diverse activities and take part in the conservation work via our Citizen Science programme.

N

NO-SMOKING POLICY

It is not allowed to smoke in rooms or public areas unless open sky areas.

NON-RESIDENTS

Relatives and friends of residents are welcome at the hotel premises upon request and authorization of the management and at lobby area only. In case of guests will use the hotel facilities a supplement is applicable. You are also requested to welcome your guests personally at the reception.

Any consumption at the restaurant or bar will be charged at the rate communicated on the menu. Please note that for security purposes, your guests do not have access to the rooms.

The hotel will not be held responsible in case of loss or theft. Please note that as per policy nonresident guests are not allowed to access room.

P

PICNIC BASKETS

Picnic baskets for excursions are available upon request. Kindly contact the reception to place your orders before 20:00 on the previous day.

Your order will be left at the reception in the morning at the most suitable time for you (as from 08:00).

R

RECEPTION

Kindly note that the reception desk operates on a 24-hour basis. Our Family Members remain at your service for any information, advice, assistance, or emergency.

RESTAURANTS

Please note that prior reservation is required for our à la carte restaurant. Bookings can be made at the Reception.

Kindly advise the reception in case of allergies or dietary restrictions.

S

SAFE

All our rooms are equipped with an electronic safe. We request you follow the programming instructions as indicated.

Please ensure that the safe is empty and left open when you check out. We recommend that you use the room safe to keep all your valuable items.

The hotel will not be held responsible in case of loss of personal effects.

SAFETY

You are kindly requested to observe all safety signs displayed across the premises and abide by safety instructions applicable for sea-related and other activities.

SECURITY

Before leaving your room, please make sure to lock the door that opens on the balcony or terrace. Although the hotel has a 24h/24 security service, we recommend that you lock the door opening on the balcony or terrace before leaving your room.

SPA POZ

Come and discover our new spa experience that draws its inspiration in the deep side of Mauritius – a generous tropical vegetation and refreshing waterfalls. Treatments coming from our traditional remedies that have always been part of the Mauritian way of life. Plant-based and vegan products, locally hand-made and composed of local and regional ingredients, in recyclable packaging. 5% of the profits from the sale of POZ products are donated to the Green Attitude Foundation, which contributes to the protection of the environment and supports the local economy and community. Guests above 16 years are welcome, and children's massages can be organised under parents' supervision.

Kindly contact the spa on 1806 for further information and bookings. Opening hours: 09:00 to 20:00

SWIMMING POOLS

Enjoy the hotel's 2 swimming pools. No lifesaving guard at pool area. Please carefully read the sign board instructions placed at the swimming pools. The hotel declines all responsibilities in the event of any accident.

We recommend that you pay attention to the depths indicated and take note that diving in the swimming pools is strictly prohibited. We thank you in advance for not wearing topless swimsuit at the pool areas. Please note that topless is prohibited in Mauritius. The swimming pools are opened from 08:00 to 20:00.

SWIMMING ZONES

It is recommended that you remain within the swimming zone clearly delimited by buoys.

T

TENNIS

Tennis court is available to guests free of charge and upon prior booking with the reception on 0. Tennis rackets are available with the entertainment team and the balls are on sale at the reception.

TIPS

Tips to our Family Members (i.e. our team members) remain at the guest's discretion.

If you feel like leaving a common tip for all the Family Members, it is recommended to place it in the tips box, located at the Reception.

W

WAKE UP CALL

Can be smooth and reliable even if not always welcomed... To arrange a wakeup call, please contact reception.

WATER

Although tap water is safe to drink in Mauritius, we recommend the use of bottled water or water from our fountains

WHOOOPS !

Lost or found property... please report or bring back to reception as soon as possible. For security purposes, please inform the reception if you lose your room keycard. Umbrellas and towels are the hotel's property, they will be charged to your account if lost.

Feel free to contact the Reception if you have any additional question or request.

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