



HOTEL INFOS

Dear Guest,

Our team join us to wish you a warm welcome to Zilwa Attitude.

This guide brings together everything you need to know to make the most of your stay, from facility hours to practical tips and useful contacts. Please note that opening and closing hours may be modified without prior notice, whether due to weather, maintenance or seasonal adjustments.

The Guest Experience Team remains at your service for any information, assistance or request throughout your stay.

We hope that the Zilwa experience will soon add up to your most wonderful moments!

Kind regards,

A handwritten signature in black ink, appearing to read 'Guillaume Tyack', with a stylized, cursive script.

Guillaume Tyack
Cluster Chief Operations Officer

A

AIR CONDITIONING

All rooms are equipped with air conditioning facilities. Kindly keep your door closed when the air conditioning is switched on, in order to avoid condensation. To help us to protect our environment, please switch off the air conditioner when leaving your room.

ANIMALS

For hygiene purposes your pets are not allowed in the hotel premises. We recommend you not to feed animals and birds. Please note that domestic animals are not allowed on the hotel premises even if they are very affectionate and colorful!

ASSEMBLY POINTS

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

ATM SERVICE (AUTOMATED TELLER MACHINE)

Nearest ATM situated at Goodlands, 5.3 kms and

Pereybere, 8.5 kms from the hotel.

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 CHANGING ROOM

The baby changing and feeding room is open from 08:00 to 16:00. The following facilities are available at the baby changing and feeding room: changing table, baby food heating facilities, steam sterilizers and a wash basin. Kindly contact reception on Ext 8801 or 8802 for additional information.

BABY SITTING

Baby-sitting service is available upon request and requires a 48-hour notice (at extra cost).

Please contact the Kids Club on Ext 8842 for further information and reservations, and kindly fill in

the registration form with all information relating to the child.

Our baby-sitting service fees are as follows:

Rs 200 per hour and per child from 08:00 to 18:00.

Rs 250 per hour and per child from 18:00 to midnight.

Rs 400 per hour and per child from midnight to 08:00.

Please note that all transport and food costs are not included in the above-mentioned fees and remain exclusively at guests' expense.

BALCONY AND TERRACE

Please do not hang out your towels and clothes on the balcony balustrade and on your terrace.

BANKS

The nearest banks are found at Goodlands, Pereybere and Grand Baie. Kindly contact reception on Ext 8801 or 8802 for additional information.

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 a range 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.

We recommend you to remain within the swimming zone delimited by buoys and kindly note that there is no lifeguard on the hotel premises.

You are invited to contact the boat house for tides information.

BEACH HAWKERS

All beach hawkers must be holders of a valid licence. We recommend you to be vigilant when buying any product outside the hotel.

The hotel will not be held responsible in the event of fraudulent transactions or any

undesirable consequence arising from these purchases.

Beach hawkers are granted access to the beach only.

BEACH SERVICE

At the beach and around the main pool, our Family Members are at your service from 09:00 to 18:00.

BEACH TOWELS

Beach towels are available at the towel cabana situated near Tabaj, from 09:00 to 18:00. 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.

BICYCLE RENTAL

The hotel team frequently organises bicycle outings. Please contact the Kids Club on Ext 8842 for rates enquiries and bookings. Please note that, for your own safety, it is compulsory to wear a rider's helmet. We

recommend you drive very carefully. Remember to drive on the left side of the road!

BIRTHDAY AND SPECIAL EVENTS

Should you wish to celebrate any special event, please contact Guest Experience desk on Ext 8820 for prior arrangements. Our team will be pleased to organize the event or to help in organizing the event

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, windsurf, stand up paddle, hobie 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.

Ext: 8844

Aligned with our commitments, and in order to respect the marine life as much as possible, we do not offer any motorised watersports 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. Charges will be applicable for non-returned jars. Opening hours: 08:00 - 22:00

C

CAR RENTAL

A car rental service is available upon request.

Please contact reception on Ext 8801 or 8802 for further information and bookings.

CASH PAYMENT

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

CHECK-IN AND CHECK-OUT

The check-in time and room will be ready as from 14:00. The All-Inclusive package starts as from your arrival at the hotel.

The check-out time is noon.

Should you wish to extend your check-out time, arrangements can be made at the reception, upon availability and at additional cost.

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.

CLIMATE

In summer, the temperature varies between 23°C and 34°C and in winter, between 17°C and 24°C.

CLINIC

Please contact reception on Ext 8801 or 8802 for assistance.

CONFERENCE ROOM

A 144 m2 conference room is available for all events, celebrations or meetings. Please contact Guest Experience desk on Ext 8820 for further details.

CREDIT CARDS

The following international credit cards are accepted at the hotel: American Express, Visa, MasterCard, UnionPay and Maestro.

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

DIVING CENTRE

For any diving activity, you may go directly to the "Dodo Divers" cabana located near the Boat house cabana.

The services are provided with a supplement.

The hotel diving centre is affiliated with PADI and MSDA. The diving centre is open from:

Monday to Friday from 9:00 to 16:00

Saturday from 09:00 to 14:00.
Closed on Sunday and public holidays.

DO NOT DISTURB

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

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

DOCTOR

A doctor is on call 24 hours a day. Kindly contact reception on Ext 8801 or 8802 in case of emergency. Additional fees apply.

DOPPER FLASK

On arrival, you have been given a Dopper flask to use throughout your stay. You can fill up at the bar. You can also buy one at our shop to take home with you. Dopper is a water flask brand committed to fighting plastic pollution. Just like us.

Read more about our commitment on www.hotels-attitude.com/our-commitments

DRESS CODE

Holiday wear is welcome! Just remember to cover up your swimwear in our restaurants at lunchtime.

From 6:30 pm, we shift to something a little smarter: dresses, shorts, shirts, sandals... Pareos and flip-flops are best kept for the beach and pool!

DRIVING CODE

In Mauritius, driving is done on the left-hand side of the road.

DRONE

For regulatory and safety reasons and for the comfort of our guests, the hotel is a drone free zone. It is not allowed to operate a drone or any kind of remote piloted aerial

vehicle/object from and/or above the hotel area.

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.

ENTERTAINMENT

The daily activities are posted at Karay restaurant and Kids Club. If you wish to participate, please contact the entertainment team on Ext 8842.

ENVIRONMENT

We have the protection of the environment at heart. We have taken several actions to reduce our negative impact on the nature. You will find out more about our initiatives on our website: www.hotels-attitude.com/our-commitments

Going out? Because every little bit helps, take with you a blue net bag while going out and help us cleaning the nature by picking up rubbishes.

EXTRA CONSUMPTIONS

Please note that all your extra consumptions will be added to your room account. You will therefore be requested to sign all the bills related to your orders. All snacks, meals and drinks ordered for your guests (residents and non-residents) are not included in your package and will therefore be charged to your account at the restaurants and bar lists price.

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 main beach and the main 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.

FLOWERS

To place floral arrangement orders, please contact the Guest Experience desk on Ext 8820, 24 hours prior to delivery.

FOREIGN CURRENCY EXCHANGE

The local currency is the Mauritian rupee (Rs).

Foreign currencies and traveller's cheques 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. We recommend that you stay away from the fumigation zone. Fumigation is not at all harmful to your health.

We sincerely apologize for all inconvenience caused.

G

GOLF

Please contact reception on Ext 8801 or 8802 for further information.

ATTITUDE FOUNDATION

The foundation was launched in March 2014 and is dedicated to preservation of the environment and sustainable development. It supports numerous awareness-raising and preservation projects through the Marine Discovery Centre. It also supports local communities and the promotion of our cultural heritage through Konpoz To Lamizik, a musical competition. You will find more

about those projects on our website: www.hotels-attitude.com/our-commitments

H

HAIRDRESSING

A hairdresser is available upon request. Please contact Spa POZ on Ext 8846 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 Housekeeping team on Ext 8831.

I

INFIRMARY

An infirmary with a nursing officer is available within the hotel premises behind the Kot Nou restaurant and is open from 09:00 to 16:00. In case of emergency, kindly dial 0. After opening hours, kindly contact reception on Ext 8801 or 8802.

INTERNET FACILITIES AND WI-FI

The hotel Wi-Fi zone covers all rooms, the beach and public

areas. Please collect your Wi-Fi password at reception. Kindly refrain from using more than 500 Mega Bytes per day as a Fair Usage Policy.

Only three devices is permitted to be connected per guest room.

ISLETS

GRAN ZIL

A rustic set up with a barbecue lunch, inclusive of locally bottled beverages, awaiting you on Gran Zil, with a calm and relaxed atmosphere, where only the wind blow and the waves can be felt and heard.

Kindly book your day package 24 hours prior at Guest Experience desk. A supplement is applicable. Transfer is available everyday from the hotel by boat to the island at 11:00 and back at 16:00 (winter) & 17:00 (summer).

TI ZIL

Massages can be arranged under a rustic tent on Ti Zil from 10:00 to 17:00, with a panoramic view on the 5 northern islands. A supplement is applicable. Please contact Spa POZ on Ext 8846 for more information and for booking.

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 21:00 daily. Registration of children takes place during opening hours. Kindly fill in the registration form with all information relating to the child.

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 Ext 8842 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. Please fill in the required parts and contact housekeeping on Ext 8831 for the pickup.

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... just being part of it all...

LOST AND FOUND PROPERTY

Thank you for reporting to reception any case of lost or found property within the hotel premises as soon as possible and also to bring along any found item.

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 on Ext 8801 or 8802.

M

MARINE DISCOVERY CENTRE

This is our educational and interactive centre located at Lagoon Attitude 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.

MESSAGES

Messages received for our guests are available at reception. Please let us know if you are expecting an urgent message, so it can be delivered to your room.

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 allowed to stay on the hotel premises until 22:00 depending on the level of occupancy.

For security purposes, the reception should be informed prior to their arrival. You are also requested to welcome your guests personally at the reception.

Please note that any consumption at the restaurant or bar will be invoiced at the posted price. The hotel will not be held responsible in case of loss or theft should you authorize access of any non-resident to your room.

P

PHARMACY

Please contact reception on Ext 8801 or 8802 for relevant information. The nearest pharmacy is situated in Calodyne, about 10 minutes from the hotel (by car).

PICNIC BASKETS

Picnic baskets for excursions are available upon request. Kindly

contact the Guest Experience Team to place your orders before 20:00 on the eve.

Your order will be left at the reception in the morning at the most suitable time for you.

POSTAGE

You may leave your letters and postcards to be posted at reception where stamps are available for purchase at the Bulk Shop.

PUBLIC TRANSPORT

Please contact reception on Ext 8801 or 8802 for daily bus routines.

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 Guest Experience desk or call on Ext 8820.

Kindly advise them 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 or contact reception for any assistance.

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.

A bigger safe is also available at reception for your large items or any other valuables.

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

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.

Guests above 16 years are welcome, and children's massages can be organised under parents' supervision.

Kindly contact the spa on Ext 8846 for further information and bookings.

Opening hours: 09:00 to 20:00

SPORTS AND LEISURE

A wide choice of sports and leisure is available for our guests. Free water activities: windsurfing, pedalo, kayaking, stand up paddle, snorkeling, glass-bottom boating...

Paid water activities: fishing, catamaran, diving, kitesurfing and windsurfing lessons...

Free ground activities: gym, petanque, beach volleyball, table tennis, tennis court, tennis volleyball, aquagym, waterpolo, board games, typical Mauritian games...

Paid land activities: cycling...

SWIMMING POOLS

Enjoy the hotel's 4 swimming pools (2 main pools of 257m³ each, one pool of 300m³ including 25m³ for kids and a beach pool of 250m³) opened from 08:00 to 19:00.

The swimming pools are neither supervised nor under the supervision of lifeguards.

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 of the pools and take note that diving in the pools is strictly prohibited.

Children want to swim in the pools must obligatorily and permanently be accompanied by an adult.

Playing around with safety equipment such as lifebuoys 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.

SWIMMING ZONES

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

T

TAXI SERVICE

The regional taxi service is available. The taxi stand is adjacent to the hotel.

For any booking or information about taxi fares, please contact reception on Ext 8801 or 8802.

TENNIS

Tennis court is available to guests free of charge and upon prior booking with the entertainment team on Ext 8842. Tennis rackets are available with the entertainment team and the ball are on sale at the Kids club.

TIPS

Tips to our Family Members (i.e. our team members) remain at the guest's discretion. If you feel like leaving some tips for 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 wake up call, please

contact reception on Ext 8801 or 8802.

WATER

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

WHOOPS !

Lost or found property... please report or bring back to reception as soon as possible. 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.