



**Ministry of Tourism**



# **Opening of borders to all passengers willing to undergo a 14-day quarantine in a state-designated facility**

**September 2020**

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# MESSAGE FROM THE DEPUTY PRIME MINISTER

I am pleased to introduce this set of Protocols for the first phase of the reopening of our borders effective as from the 1st of October 2020.

COVID-19 has had a huge bearing on lives and livelihoods worldwide as we all continue to face its considerable impact on the World Economy especially with the closure of borders. The Travel and Tourism industries have indeed been seriously impacted with airline connectivity reaching a halt a few months ago. In Mauritius the impact has been huge and Government has had come up with several schemes to help companies and, as importantly, to protect and support employment while borders remain closed.

It is worthy to note that the priority of Government has been and remains the health and safety of our population. This is why strict measures were implemented from the start with a complete lockdown in order to arrest community transmission. These measures have allowed Mauritius to become one of the rare countries with no community transmission of the virus since the end of April.

Government has acted prudently by relaxing some of the earlier measures and adopted a strategy of opening of borders in phases. The first priority has been the repatriation of our fellow countrymen stranded around the World. This phase has been completed at the end of September 2020. Concurrently, domestic operations to Rodrigues, a COVID – free island, started on the 1st of July 2020 with Air Mauritius now operating up to four daily flights with strict ground and inflight protocols.

The new phase takes us to another level of the reopening of our borders with the possibility offered to Mauritians and Non Mauritians to travel to Mauritius with a paying 14 - day in-room Quarantine at a designated hotel operating as a quarantine facility under supervision of the Ministry of Health and Wellness. And be able to move freely across the country if all tests are negative after this period.

As we step up to this new modus operandi, it is critical that we are all aligned on what we need to do to protect ourselves, protect our families and our country, and protect the tourists who will be visiting us – long term ones in this phase. This is the objective of this set of protocols for all the touchpoints in the customer journey – from the start of the journey at the airport of departure, inflight, on arrival, during the transfer to the hotel, during the hotel stay and all the way back until our guest reaches his home country.

The strict adherence to these Protocols is key to moving to the next step of our reopening of borders. This is why I invite all travel and tourism stakeholders to do their share in paving the way to the New Normal, one in which Health and Safety of one and all will be a continued focus.

Let us all pull together to chart a new course for our Travel and Tourism sectors in the national interest !

**Honourable Louis Steven Obeegadoo**

*Deputy Prime Minister  
Minister of Housing and Land Use Planning,  
Minister of Tourism*

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# 1. GUIDELINES FOR PASSENGERS TRAVELLING TO MAURITIUS

## 1.1 BASIC PRECAUTIONARY MEASURES

**You can help control the spread of coronavirus and travel safely by:**

- staying at home if you are feeling unwell
- wearing your face mask throughout your travelling experience and ensuring that it covers your nose and mouth at all times
- replacing your used face mask when damp or after every 4 hours
- avoiding touching your face mask while wearing it
- avoiding touching your eyes, nose and mouth when removing your face mask
- washing your hands with soap and water or by using hand sanitiser once you have removed your face mask
- washing your hands with soap and water or by using hand sanitiser regularly
- maintaining physical distancing as instructed by the authorities, even when wearing your face mask

## 1.2 BOOKING AND TICKETING AT DEPARTING COUNTRY

**Before flying, ensure that you go through the following checklist:**

- Do not travel if you are feeling unwell
- In case you have been exposed to someone who has been tested positive for COVID-19 during the last 14 days prior to your travel, please consult your doctor
- If you need physical assistance or additional care during your trip, please inform your airline while booking your air ticket
- Check the safety precautions requirements at the departing airport or airline before leaving for the airport
- Travel with minimum hand baggage
- Answer any related health questions honestly and comply with screening tests requirements
- Read and understand the Passenger Charter attached to this document
- Ensure that you have done your PCR test at a certified laboratory, 5 to 7 days prior to departing to Mauritius. You will be required to produce your original PCR certificate, attesting that you do not have coronavirus, at the check-in desk and while boarding the flight. If you do not have your original PCR certificate, you will not be allowed to board the flight
- You will be requested to present your accommodation voucher, certifying your stay with an authorised hotel, at the check-in desk
- It is advisable to buy a Travel Insurance Cover

## 1.3 ON REACHING AIRPORT OF DEPARTURE

- COVID-19 has affected the operations across the airport environment, potentially making the pre-boarding experience longer. Arrive at the airport early to allow for adequate time
- Wear your face mask at all times and comply with all precautionary measures implemented by the authorities
- Maintain physical distancing as instructed by the authorities
- Wash your hands with soap and water or use hand sanitiser regularly
- Comply with health check measures that may be deployed outside the terminal for temperature checks

## 1.4 CHECK-IN

- Use remote check-in and documentation checks, if available, to avoid face-to-face contact between passengers and staff
- Wear your face mask at all times and comply with instructions provided by the authorities
- Maintain physical distancing as instructed by the authorities
- Sanitise your hands after touching check-in kiosks, trolleys or any other equipment
- Wash your hands with soap and water or use hand sanitiser regularly
- Handle your baggage only
- Keep all relevant documents ready prior to check-in:
  - Original Negative PCR test certificate
  - Accommodation voucher
  - Certificate of Travel Insurance Cover (optional)

## 1.5 BORDER CONTROL & SECURITY AT THE AIRPORT

- Maintain physical distancing as instructed by the authorities
- Wear your face mask at all times unless you are requested to do otherwise during ID verification process
- Follow the "see but don't touch" protocol
- Follow the established procedures for security and documentation checks
- Prepare all documents prior to security check to facilitate process

## 1.6 SHOPS AND FOOD RETAIL (IF AVAILABLE)

**In case access to shops and food retail are allowed at the airport, ensure that you:**

- maintain physical distancing as instructed by the authorities
- wear your face mask at all times
- follow the "see but don't touch" protocol
- observe all restrictions on number of customers allowed inside
- avoid cash transactions

## 1.7 BOARDING

- Maintain physical distancing as instructed by the authorities
- Wear your face mask at all times
- Follow the "see but don't touch" protocol
- Comply with boarding instructions. Keep areas clear until you are requested to proceed for boarding
- Boarding process may be adjusted as per prevailing circumstances and may take longer
- Sanitise your hands before entering the aircraft
- Store your hand baggage in the overhead compartment above your seat or under the seat in front of you
- Avoid touching other passengers' belongings
- Take your seat as quickly as possible
- Do not change seat without approval of the cabin crew



## 1.8 INFLIGHT

- Comply with all on-flight health requirements and instructions communicated by cabin crew and the local authorities
- Avoid frequent use of lavatories as much as possible
- Wash and sanitise your hands thoroughly, each time you use the lavatory
- Avoid unnecessary walking in the cabin during the flight
- Do your exercise by remaining seated as much as possible
- Wear your face mask at all times during the flight, even when you are sleeping
- Keep your face mask on when using the lavatory
- Remove your face mask only during your meal or as instructed by the cabin crew

## 1.9 ON ARRIVAL IN MAURITIUS

**The local authorities have established a health and safety protocol to protect passengers and staff from the risk of being exposed to the coronavirus and to avoid spreading of virus.**

- Maintain physical distancing as instructed by the authorities
- Wear your face mask at all times
- Follow the "see but don't touch" protocol
- Disembarkation procedures may take longer than usual
- Remain seated until you are called forward
- Maintain physical distancing while disembarking and when moving around in the terminal
- Ensure that all your documents are ready, prior to disembarkation:
  - Passport
  - Immigration form
  - Health form
  - Hotel voucher
  - Original Negative PCR test certificate
- Follow established passenger route and steps as directed.
  - Temperature screening and collection of PCR certificate
  - Passport Control
  - Health Counter
  - Proceed for PCR test

Staff of Airports Terminal Operations Ltd will channel passengers

- Result of your PCR test will be available within 12 hours
- Once the PCR test completed, proceed to luggage collection area

## 1.10 BAGGAGE COLLECTION

- Collect your luggage, place them on a trolley or keep them in hand
- Once you have collected your luggage, ensure that you sanitise your hands properly

## 1.11 CUSTOMS

- Comply with directives from Customs officers



### **1.12 LEAVING THE AIRPORT**

- Follow channel leading to shuttle area and board the bus to proceed to your hotel
- Comply with protection measures that apply to ground transport systems
- No meets and greets will be allowed in the public welcome hall

### **1.13 UNFORESEEN EVENTS**

- In case your flight is delayed, comply with airport and airline instructions
- Same applies if your flight is cancelled
- If your aircraft is diverted en-route for any reason, follow the airline instructions carefully

## 2.0 PASSENGERS WITH REDUCED MOBILITY (PRM)

### 2.1 GENERAL GUIDELINES

The detailed protocol from section (1) also applies to passengers with reduced mobility. However, in order to provide appropriate assistance and enhanced customer experience, the recommendations below should also be considered. Passengers with reduced mobility will also have to follow the precautionary measures listed in sub section (1.1)

### 2.2 FOR THE PASSENGER

#### 2.2.1 On booking of the flight ticket

For you to benefit from existing facilities for a pleasant travel experience, please communicate your request for assistance to the ticketing officer of your airline company or your travel agent, 48 hours prior to the scheduled flight departure. However, if the information is not communicated in a timely manner, the requested assistance might be delayed, and priority given to passengers whose requests were received in due time.

#### 2.2.2 ALWAYS REMEMBER THE SCHEDULED TIME FOR CHECK-IN

While booking your ticket, make sure that all scheduled procedures, prior to take-off, have been correctly communicated to you. You should strictly abide to the given instructions. Make sure that you arrive at the airport early.

#### 2.2.3 EVALUATE YOUR NEEDS

**To help you evaluate your needs, hereunder a list of questions that you may ask yourself:**

- Do you really need assistance?
- Which type of handicap do you suffer from?
- Do you need someone to accompany you?
- Can you walk? If yes, over which distance?
- Can you climb stairs? If yes, how many?
- Will you be able to move without any assistance inside the aircraft?
- Will you need a wheelchair or do you have your own?
- If you are travelling with your own wheelchair, will you need someone to assist you?
- Will you be travelling with your guide dog (for visually impaired passengers)?
- Which type of assistance will you require?
- Are you travelling with any medical equipment (verify if any medical certificate is needed with that respect)?
- Do you follow a specific medical treatment?

## 2.2.4 PASSENGERS TRAVELLING WITH THEIR OWN WHEELCHAIR

If you are planning to travelling with your own wheelchair, please inform your airline company or travel agent while doing your flight booking. You will then be requested to provide the following details: the height, width and weight of the wheelchair. It is strongly advised that you travel with the instructions manual of the wheelchair.

In case you are travelling with an electrical wheelchair, you have to inform your airline company or travel agent and communicate the type of battery used.

Clean and disinfect your wheelchair before arriving at the airport. Disinfection should be done after the cleaning process, with a solution containing of at least 70% of alcohol or bleach.

In you decide to prepare your own hypochlorite sodium solution at 0.1% for disinfection, follow the following instructions: add 5ml of bleach (1 teaspoon) to 250 ml of water (1 cup) or 20ml of bleach (4 teaspoons) to 1 litre of water (4 cups). It is advised to prepare the solution just before use.

### **Important note:**

- (i) Bleach should only be diluted with water and in no case with other chemical products.  
Do not use this solution on yourself.
- (ii) Vinegar and other natural products are not recommended.

## 2.2.5 PASSENGERS TRAVELLING WITH A GUIDE DOG

If you are travelling with your guide dog, make sure that you inform your airline company. Generally, guide dogs travel in cabin for free. It is advised to do some research on the entry requirements and restrictions, with regard to guide dogs, in the visiting country. Your travel agent or the Embassy of the visiting country might assist you in getting the required information. When leaving for the airport ensure that you take with you all necessary documents for your guide dog.

## 2.3 AT THE AIRPORT

On arrival at the airport, you and the person who will be accompanying you, must ensure that you wear your face masks properly at all times. You must have all your travel documents (passport, air ticket, original negative PCR test certificate, instructions manual of your wheelchair if you are travelling with one and medical certificate if required)

Before entering the airport terminal, you will have to undergo temperature screening and you will be asked to sanitise your hands. Once you are inside, please proceed to the check-in counter and follow the instructions given to you.

## 2.4 INSTRUCTIONS FOR STAFF

### **Booking of flight ticket**

- Same guidelines as listed in sub section (1.2) applies to passengers with reduced mobility
- Collect all information regarding the specific needs of the passenger
- Ask the passenger if he/she will travel with his/her own wheelchair or if a wheelchair has to be provided at the airport?
- Inform the passenger that the wheelchair has to be disinfected, as per cleaning instructions provided above, before arriving at the airport

## 2.5 INSIDE THE AIRPORT

### At check -in

- Make sure that travel conditions comply with those highlighted by the passenger at the time of booking
- Verify the certificate of medical authorization to travel if requested by the company doctor
- Call the staff member who will be providing assistance to the passenger

### 2.5.1 Instructions on how to accompany the passenger from check-in to the aircraft

- The accompanying staff must be equipped with face mask, gloves (to avoid risk of contact with biological secretions) and protective goggles (to avoid risk of biological projections to the eyes)
- The accompanying staff must verify the cleanliness of the wheelchair if the passenger is travelling with his/her own wheelchair. The hand rests and the handlebars must be disinfected once more, and the passenger asked to sanitise his/her hands after the cleaning process is completed.
- If the wheelchair is provided by the airport authorities, same must be thoroughly washed and disinfected after each use. Next passenger using the wheelchair must sanitise his/her hands before use
- Procedures pertaining to security and PAF controls to be undertaken as per usual
- Before embarkation, if the passenger is in the waiting area, the accompanying staff must ensure that the positioning of the wheelchair is in line with physical distancing guidelines
- The accompanying staff must remove his/her gloves before leading the passenger inside the aircraft, disinfect his/her hands and wear a fresh pair of gloves
- The passenger must go through the process of temperature screening and use hand sanitiser before boarding the aircraft
- The accompanying staff must equally go through the process of temperature screening but will not require to disinfect his/her fresh pair of gloves before entering the aircraft
- In case a second staff is required to accompany the passenger to his/her seat inside the aircraft, he/she will have to follow the same preventive guidelines as his/her colleague
- If it is a crew member who is assisting the passenger to move to his/her seat, he/she must wear fresh gloves before any contact with the passenger (the crew member will have to disinfect his/her hands before putting on the fresh gloves). Once the passenger has taken his/her seat, the crew member must remove his/her gloves and sanitise his/her hands
- On leaving the aircraft, the accompanying staff must take the wheelchair, provided to the passenger, back with her/him. The wheelchair must be taken for washing and disinfection. The accompanying staff can then take off his/her gloves, disinfect his/her hands, remove his/her face mask and protective glasses. The accompanying staff must again disinfect his/her hands, wear a fresh face mask before carrying on with his/her next assignment
- The protective glasses and wheelchair must be disinfected by a designated officer

## 2.6 ON ARRIVAL AT FINAL DESTINATION

- Passenger with reduced mobility disembarks after all the other passengers have left the aircraft
- Before leaving the aircraft, the crew member or staff responsible for the transfer of the passenger must ensure that the passenger has not been wearing his face mask for more than 4 consecutive hours (so as to protect the staff as well as any other people who will be in close contact with the passenger during his/her transfer)
- Ensure that the hands of the passenger are properly sanitised before he/she takes place in the wheelchair
- A designated staff will assist the passenger during the disembarkation process. He/she will have to follow the same guidelines and wear the same equipment as for the embarkation process

## 3.0 CHECKLIST FOR AIRPORT AND AIRLINE STAFF

**Staff members working at the airport must ensure that all measures listed on the checklist are complied with.**

### 3.1 DEPARTING FROM MAURITIUS (INTERNATIONAL FLIGHTS)

#### DEPARTURE HALL

- Access to departure Hall is restricted to passengers only, except for escort of passengers with special needs. Access to departure Hall is controlled by police officers.
- All passengers must go through the thermal screening process at the entrance of the airport building, prior to check-in
- Hands sanitising is compulsory for all those entering the airport terminal. Passengers wearing gloves must be asked to remove them. Staff members must explain to them why they are being asked to do so.
- Implement physical distancing protocol for passengers and staff as instructed by the authorities
- Conduct regular announcements via Public Address (PA) system to encourage passengers and staff to follow the physical distancing protocol, wear their face mask correctly and to thoroughly and regularly wash and sanitize their hands
- Maintain records of reinforced cleaning/disinfection through the Airport COVID-19 Cleaning / Disinfection Control Sheet
- Establish and enhance disinfection programs for walks, rails, doors, counters, lifts, toilets, washrooms, trolleys, seats and other external structure where feasible and appropriate
- Implement alternative terminal entry/exit routes for staff
- Identify an isolation area for medical support should a passenger display symptom of COVID-19
- Always ensure that there is sufficient trained staff to guide passengers through the terminal
- Diffuse health and safety information through banners and FIDS
- Maximise natural ventilation throughout the terminal
- Apply Thermal screening process for staff
- Schedule same group of staff in steady teams and shifts as far as practicable
- Provide hand sanitising facilities at check points

### 3.2 CHECK-IN

- Encourage on-line check-in, to avoid face to face contact between passengers and staff members at the airport
- Where close proximity between staff members and passengers is inevitable provide plexiglass panels as barriers
- Install physical barriers and apply physical distancing protocol to manage passenger flow as far as possible
- Enhance disinfection programs for walks, rails, doors, counters, lifts, toilets, washrooms, trolleys, seats and other external structure
- Schedule same group of staff in steady teams and shifts as far as practicable
- Reduce congestion within these areas through advanced-planning and monitoring of passenger flows
- Maintain records of reinforced cleaning/disinfection through the Airport COVID-19 Cleaning / Disinfection Control Sheet

### 3.3 BORDER CONTROL & SECURITY

- Consider the best way to minimise handling of passports by numerous people
- Consider queue spacing and overall space required
- Consider "see but don't touch" protocol for document checks
- Consider separate line for outbound crew members if possible
- Consider management of passenger choke points to reduce crowds and queues
- Install plexiglass barriers where feasible to protect staff members and passengers
- Provide sanitiser and disinfectant products for staff members and passengers
- Ensure regular disinfection of security equipment and areas of high contact
- Maintain records of reinforced cleaning/disinfection through the Airport COVID-19 Cleaning / Disinfection Control Sheet
- Where possible, make provision for separate checkpoints for carrying out screening
- Prioritise use of hand-held detectors in case of WTMD alarms and random use of explosion detection must be encouraged and leveraged where possible
- Use Application Programming Interface (API), if available, and provide the following information:
  - Countries travelled within the last 3 months
  - Upload of PCR test
  - A flagging system for particular high-risk destinations

### 3.4 SHOPS AND FOOD RETAIL

- Consider physical distancing requirements particularly those associated with vendors
- Define maximum number of customers allowed inside food and retail shops allowed at all times
- Limit cash transactions where possible
- Consider "see but don't touch" protocols for document checks
- Encourage 'only touch what you buy' protocols
- Encourage limited contact between passengers and staff members
- Install plexiglass barriers at counters to avoid face-to-face contact between public and staff members

### 3.5 DUTY FREE SHOP AT AIRPORT

- Hand sanitiser must be provided at various points inside the shop
- Staff members must wear their face mask at all times
- Install plexiglass shield at cash counters to avoid face-to-face contact between public and staff members
- Only consumable products will be allowed for sales. No garments or jewellery, which involve trials will be allowed for sales.
- Application of make-up for demonstration purposes will not be allowed
- Apply recommended safe distancing between customers at all times inside the shops and limit the number of customers within the store to avoid overcrowding
- Encourage the use of self-check-outs, cashless or contact-less payments to speed up the payment process and reduce cash handling
- Avoid contact with surfaces inside the store as much as possible
- If baskets or trolleys are used for shopping, thoroughly disinfect the handles before and after each use
- Sales staff to provide maximum assistance to passengers during their purchase
- Counter tops, trolleys and baskets must be cleaned using suitable disinfectant, after each use and/or on an hourly basis



### 3.6 GATE

- Install physical barriers to manage passengers flow
- Consider installing plexiglass barriers where feasible to avoid face-to-face contact between staff members and passengers
- Reinforce and monitor physical distancing practices throughout the gate areas
- Consider modifying boarding process to minimize opportunity of exposure
- Implement enhanced cleaning protocols at gate areas
- Avoid using remote stands and surface transportation when possible
- All equipment (bridges, lifts, elevators, air conditioning units, etc.) to be maintained and inspected regularly
- Provide sanitiser and disinfectant products for staff and passengers

### 3.7 BOARDING

- Promote orderly boarding process with physical distancing measures
- Encourage use of self-boarding technologies
- Apply restrictions on number of carry-on baggage
- Disinfect hands before entering the aircraft cabin
- Use the Airport COVID-19 Cleaning / Disinfection Control Sheet to maintain records

### ARRIVING PASSENGERS INTO MAURITIUS (INTERNATIONAL FLIGHTS)

#### 3.8 ARRIVAL HALL

- Apply enhanced cleaning protocol for passenger bridges, corridors and stairs
- Implement physical distancing requirements into bus transfer operations from remote stands
- Treat all waste from disembarking passengers as biohazard
- Implement testing protocol on arrival with isolation facility
- Consider use of contactless technology for processing of passengers
- Use of Thermal screening cameras for temperature check
- A COVID-19 Information Counter to be jointly operated by the MOH and the MTPA to provide useful information to passengers regarding all regulatory information
- The Health officer must check the name of passengers through an Application Programming Interface (API) or on the passenger list and verify if the Health Declaration Form has been properly filled by the passenger.

#### 3.9 BAGGAGE COLLECTION AREA

- Ensure adequate protection for baggage handlers
- Provide a speedy baggage claim process as far as possible
- Use maximum number of carousels for collecting baggage as required
- Install physical barriers in baggage pickup areas to facilitate physical distancing
- Provide sufficient disinfectant/wipes to passengers for cleaning of baggage and trolley handles
- Implement disinfection programme for baggage where applicable
- Use floor markings to encourage physical distancing
- Ensure disinfection of trolleys after each use
- Maintain records of reinforced cleaning/disinfection through the Airport COVID-19 Cleaning / Disinfection Control Sheet

### 3.10 CUSTOMS AREA

- Install physical barriers to facilitate physical distancing
- Implement speedy process at customs area

### 3.11 LEAVING THE AIRPORT

- Install barriers and implement one-way system to facilitate physical distancing, especially in transport waiting areas at ground level
- To facilitate pickup of passengers, provide necessary signage and posting guidance for vehicles entering the pickup area
- Coordinate protection measures with local transport systems, including hire cars

### 3.12 OTHER CONSIDERATIONS

- Review the impact of single and multiple flight delays on airport resources and prepare contingency plans
- Review plans for potential diversion arrival at the airport under COVID-19 constraints
- Work with airlines to understand "track and trace" implications for the airport service and system (e.g. passenger locator card)
- Consider a strategy for prayer rooms
- Use of 'touch-free' equipment in toilet facilities

## 4.0 AIRLINE PROTOCOLS

### 4.1 BOOKING AND TICKETING

- Airline companies and travel agents should advise and inform the passengers about travelling requirements.
  - Number of masks he/she will need during her stay
  - Restrictions applicable to carriage of hand sanitizer
  - Original of Negative RT-PCR test certificate, done 5 to 7 days prior to his/her flight as a mandatory document for travel.
  - Places where he/she will be able to do a RT-PCR test in case of departure from Mauritius
  - Number of masks he/she will need during his/her stay
  - Restrictions applicable to carriage of hand sanitiser
  - Original certificate of Negative RT-PCR test, done 5 to 7 days prior to his/her flight, is mandatory when travelling to Mauritius
  - Accredited medical institutions where he/she can do a RT-PCR test in case of departure from Mauritius
  - Passengers arriving in Mauritius will be submitted to a PCR test on the day of their arrival. A second test will be performed on the 7th day of their stay and a third one on day 14 of their stay. All three tests will be carried out by the officers of the health authorities
  - Quarantine period of 14 days will be mandatory for all passengers arriving in Mauritius
  - Passengers departing from Mauritius, must report at the airport earlier
  - Alert passengers as to restricted access to terminal by accompanying persons
  - Apply limited carry-on baggage policy

### 4.2 CHECK-IN

#### To avoid face-to-face contact between staff members and the passengers:

- Encourage self-check-in
- Consider "see but don't touch" protocols for document checks
- Consider use of touchless technology
- Apply limited carry-on baggage policy
- Consider provision of sanitary kit (for passengers who do not have one)

### 4.3 GATE

- Consider touchless protocols for document checks
- Consider boarding by rows starting with the furthest row from the aircraft doors used for embarkation or, alternatively, all window seats, then middle seats, followed by aisle seats
- For off-bridge boarding, the number of passengers per bus commute should be limited
- Sanitise hands before entering the aircraft cabin

### 4.4 CLEANING PROTOCOLS

- Ensure that disembarkation and cleaning procedures are completed, and cleaners have left the aircraft before boarding
- Flight deck and passenger compartments must be cleaned and disinfected with recommended products on a regular basis
- The manufacturer should be contacted for appropriate recommendations on the use of disinfectant and disinfecting chemicals
- To maintain cleaning records, use an Aircraft Disinfection Control Sheet (PHC Form 2) or a similar one
- Limit access to flight deck area for ground personnel

#### 4.5 FLIGHT

- Consider procedures for assigning adequate physical distancing between passengers as far as practicable
- Passengers should be encouraged to stay in their assigned seats as much as possible
- Control passengers bag stowage (proximity to their own seats) as far as practicable
- Consider methods of remote/contactless provision of operational information to flight crew (load sheets, NOTAMs, weather)
- Follow OEM guidance on cabin air supplies
- Minimise the time of operation without air conditioning
- Use high efficiency particulate air (HEPA) filter
- If the aircraft is not fitted with HEPA, seek recommendations from the manufacturer to define the appropriate setting for the air recirculation system
- It is recommended to despatch with packs operative as applicable depending on aircraft type
- It is recommended to minimise recirculation fans inoperative for aircraft equipped with HEPA filter
- Consider enhanced cleaning protocols on board
- Consider procedures for managing passenger access to toilet facilities
- Crews should have designated toilets
- Establish procedures for handling potential biohazard waste such as hand towels
- Establish requirements for use of face mask on board and publish guidance on website
- Consider policy for on-board seating, exploit opportunities for additional spacing during light loads, publish guidance to ensure passenger awareness
- Consider procedures for use of hand sanitiser on-board
- Carry a supply of pens for individual use by passengers in case not available
- Consider minimising seat pocket contents
- Newspaper and magazines should be removed from in-flight
- Consider limited food and beverage service for short haul flight or provide pre-sealed or pre-packaged containers
- The use of blanket and pillows should be reduced to minimise the risk of cross-infection
- If a passenger falls sick during the flight, he/she should be separated from other passengers and a minimum of 1m distancing in all direction (Depending on cabin design) observed. This should be done by moving other passengers away where possible

#### 4.6 CREW

- Sharing of safety equipment used for safety demonstration must be prohibited
- Consider restricting cabin crew to provide service to only a specific area of the cabin
- Apply the National protocol for Air Mauritius crew as per what has been defined by the Ministry of Health and Wellness

#### 4.7 CARGO COMPARTMENT

- Cargo compartment surfaces must be cleaned and disinfected on a regular basis using manufacturer approved disinfectant and WHO recommended chemicals to prevent propagation of virus

#### **4.8 DISEMBARKATION**

- Ensure that physical distancing protocols are in place prior to cabin exit
- Consider procedures for maintaining physical distancing in boarding bridge or on stairs
- Disembark passengers who are nearest to the exit first

#### **4.9 AIRCRAFT MAINTENANCE**

- Aircraft water and air systems should be regularly maintained to protect passengers and crews from being infected by viruses, by performing specific maintenance actions as recommended by the manufacturer
- Airline should ensure that access panels and other maintenance areas in their disinfection procedure are safe for maintenance personnel
- Consider reduction of personnel who need to be in contact with touch surfaces, panels, door handles, switches etc.

## 5.0 CREW PROTOCOL

### 5.1 GENERAL GUIDELINES

#### In Mauritius:

- Temperature check of passengers before boarding the plane (not to exceed 37,80)
- Seating arrangements to comply with regulations in force in the country

#### ON ARRIVAL AT DESTINATION

- Like the cabin crew members, the pilot and co-pilot must wear full protective clothing
- Crew members must wear their full protective clothing at all times
- When leaving the airport to their hotel until they reach the doorstep of their respective rooms, crew members must keep their full protective clothing
- Before opening their doors, crew members must take off their full protective clothing in the hotel corridor, as per the protocol (do not forget to disinfect your hands after removing each piece of protective clothing)
- Used protective clothing must be placed in a plastic bag specially designed to that effect (bio-medical waste) and the bag must be hermetically sealed
- They must sanitise their hands again
- They can then enter their respective rooms with their hermetically sealed bag, which should be kept in a corner of the room
- They must not leave their rooms until their transfer to the airport for their next flight
- Meal trays will be placed at the door of their respective rooms. Hotel staff will knock on their door to indicate that their meal trays are here. Hotel staff will leave before the crew member opens the door. Once the crew member has had his/her meal, the tray should be placed in front of the door, outside the room. The hotel staff will proceed with the collection of the empty trays

#### ON DEPARTURE FROM ABROAD

#### INSTRUCTIONS FOR PASSENGERS

- Temperature check of passengers before boarding the aircraft (maximum allowed is 37,80)
- Documentary evidence of negative result of PCR test, carried out 5 to 7 days prior to travelling, must be produced
- Disinfection of hands before boarding the aircraft
- Passengers to be seated without physical distancing. They must remain in their allocated seat unless authorised by the crew

#### INSTRUCTIONS FOR CREW MEMBERS

- Crew members must wear their full protective clothing (PPE) on top of their uniform before leaving their respective rooms
- They must leave their respective rooms with their luggage and with the hermetically sealed bag containing their bio-medical waste. The hermetically sealed bag to be discarded in a bin specifically designed for disposal of bio-medical wastes
- The crew members comply with their normal duties until the moment they board the aircraft, while wearing their full protective clothing

## ARRIVAL IN MAURITIUS

- On landing in Mauritius, the crew members can leave the airplane wearing their uniforms
- Crew members are required to go home in self isolation for 7 days. However, should their services be needed, they have the possibility to go back to work before the completion of 7 days of self-isolation provided, they go straight to the airport

## 5.2 CARGO FLIGHTS

### 1. CARGO FLIGHTS WHERE THE CREW STAYS ON BOARD OF THE AIRCRAFT

- Crew members are dressed in normal uniform and wear face mask at all times
- Crew members have no physical contact with the personnel unloading the cargo
- Crew members do not leave the cockpit or the Business Class (in the event cargo is placed in the Economy Class). They should not leave the aircraft at any point
- Upon landing in Mauritius, no particular sanitary measure is required. Crew members leave the aircraft wearing their face mask. No quarantine is required

### 2. CARGO FLIGHTS WHERE THE CREW LEAVES THE AIRCRAFT ON LANDING ABROAD

- The same protocol as the one for passenger flights applies. However, complete PPE should only be worn while leaving the aircraft at the port of arrival, during commute and on arrival at the hotel
- Complete PPE should be removed in front of the room allocated to each crew member and should be placed in a bag destined for biomedical waste
- Complete isolation in the allocated hotel rooms (meals to be served by room service, meal tray to be collected at the door of hotel room, no physical contact at all with the Hotel staff) until departure
- Complete PPE to be worn before leaving the hotel room, at the reception, during commute and while boarding the aircraft for the return flight
- PPE can be removed inside the aircraft, placed in a bag destined for biomedical waste. However, wearing of face mask at all times is compulsory
- On arrival in Mauritius, crew must follow the rule of 7 days of self-isolation at home. However, with possibility to be called for another flight before the completion of the 7-day self-isolation period



### 5.3 FLIGHTS TO AND FROM RODRIGUES

- MK crew should wear normal uniform for flights departing from Mauritius and from Rodrigues as well. PPE should not be worn. Wearing of face mask remains compulsory and should be strictly adhered to
- Crew members should use sanitising lotion after each potential viral exposition and systematically every 30 minutes. On leaving the aircraft in Mauritius, crew members should once more, carefully and rigorously, disinfect their hands
- Passengers should wear face mask, adhere to temperature check protocol and sanitise their hands prior to embarkation on board of the aircraft
- All available seats can be occupied by passengers
- No quarantine required for passengers as well as for crew members, on arrival in Mauritius or in Rodrigues
- During stopovers, armrests as well as passenger tablets should be systematically and meticulously cleaned

### 5.4 FOREIGN AIRLINE CREW

#### TRANSFER OF CREW (FROM AIRPORT TO AUTHORISED HOTEL AND BACK)

- Crew of international airlines will be transferred to authorised hotels as approved by the government and safe-certified by Tourism Authority
- The vehicle driver/pick up personnel should wear face mask and maintain physical distancing at all times, when greeting and handling of luggage
- No handshake or hugs are allowed
- Driver must sanitise his hands before entering the vehicle
- All vehicles should be disinfected between each trip
- Crew members must sanitise their hands prior to boarding a vehicle. Wearing of face mask is compulsory during the journey

## 6.0 GUIDELINES FOR AIRPORT STAFF

### 6.1 GUIDELINES FOR PASSPORT AND IMMIGRATION OFFICERS

- It is recommended to avoid close contact with passengers
- All officers are advised to practice good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- It is recommended to wear medical face mask covering nose, mouth and chin

### 6.2 GUIDELINES FOR HEALTH PERSONNEL AT AIRPORT

- Health personnel are recommended to apply Infection Prevention Control measures at the health check point
- Officers are advised to practice good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- Health personnel who have been in contact with a suspected case and who are suffering from fever, severe weakness, body ache should inform the officer in charge immediately
- Follow recommended guidelines while assessing symptomatic patients
- Health personnel taking passengers' temperature must wear full Personal Protective Equipment (PPE)
- Health personnel at health desk must wear gloves and medical face mask, covering nose, mouth and chin

### 6.3 GUIDELINES FOR CUSTOMS OFFICERS

- It is recommended to avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Impermeable disposable gloves must be worn by all officers when handling luggage and hands washed with soap and water after removing gloves
- Gloves are to be collected in closed bags and disposed of by incineration
- Workers should avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Customs officers must wear medical face mask, covering their nose, mouth and chin, and face shield

#### **6.4 GUIDELINES FOR POLICE AND SECURITY OFFICERS**

- It is recommended to avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Officers should wear a medical face mask, covering their nose, mouth and chin, and face shield
- Security check agents performing body checks must change their gloves after each passenger

#### **6.5 GUIDELINES FOR AIRPORT BAGGAGE HANDLERS**

- It is recommended to avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing or by using a hand sanitiser
- Impermeable disposable gloves must be worn by all officers when handling luggage and should be changed between flights
- Gloves are to be collected in closed bags and disposed of by incineration
- Workers should avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Officers must wear a medical face mask, covering their nose, mouth and chin

#### **6.6 GUIDELINES FOR DUTY-FREE SHOPS PERSONNEL**

- It is recommended that officers working in duty free shops avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Officers must wear medical face mask, covering their nose, mouth and chin, and face shield

#### **6.7 GUIDELINES FOR GROUND PERSONNEL**

- It is recommended to avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Officers must wear medical face mask, covering their nose, mouth and chin, and face shield

## 6.8 GUIDELINES FOR DRIVERS

- It is recommended to avoid close contact with passengers
- Officers are advised to practise good hand hygiene either by regular hand washing with soap and water or by using a hand sanitiser
- Officers are advised to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended to always wash hands before and after taking meals and after using toilets
- Officers must wear full Personal Protective Equipment (PPE)

## 6.9 GUIDELINES FOR CATERING OFFICERS

- Officers are advised to practice good hand hygiene by regular hand washing with soap and water or by using a hand sanitiser
- Officers are recommended to avoid touching their eyes, mouth and nose without washing their hands with soap and water
- It is recommended not to handle food, when suffering from any infectious illness
- It is recommended to always cover nose and mouth while coughing and sneezing
- It is recommended to observe good hygienic practices while preparing and serving food
- Impermeable disposable gloves must be worn while handling food waste
- Disposable food trays/utensils should be used on the plane
- In the event that reusable utensils have been utilised on board, it is recommended that all these items be disinfected and washed thoroughly using detergent and water. The officer handling these items should wear heavy duty gloves
- All leftover food and disposables from the plane should be disposed of in sealed bags and ultimately incinerated
- Officers should wear medical face mask covering their nose, mouth and chin

## 6.10 GUIDELINES FOR AIRCRAFT CLEANING PERSONNEL

It is recommended to avoid close contact with passengers.

1. Workers responsible for cleaning are advised to practise good hand hygiene by regular hand washing with soap and water or by using a hand sanitiser
2. It is recommended to wear impermeable disposable gloves while cleaning aircrafts
3. All frequently touched surfaces (such as table tops, headsets, arm rests, and headrests, door knobs, taps, etc.) in the aircraft must be cleaned and disinfected, wearing impermeable disposable gloves. In the event of a suspected case on board the aircraft, cleaning personnel should wear appropriate disposable full Personal Protective Equipment (long sleeved gowns, caps, goggles, N95 face masks, gloves and boots)
4. Workers should clean their hands with soap and water after removing their gloves
5. Solid waste such as gloves, used Personal Protective Equipment, used paper towels, disposable face masks, and towels should be collected in closed bags to be disposed of by incineration
6. Workers should avoid touching their eyes, mouth and nose without washing their hands with soap and water
7. Workers who develop fever, severe weakness, body ache should consult a doctor immediately

## 7.0 TRANSFER FROM AIRPORT TO HOTEL AND VICE-VERSA

- All vehicles must be disinfected between each trip
- Passengers will be transferred to authorised hotels as approved by the government and safe-certified by the Tourism Authority
- The vehicle driver/pick up personnel must wear face mask and maintain physical distancing, including when greeting and handling of luggage
- People responsible for handling passengers' luggage need to sanitise their hands before and wear gloves. While wearing gloves they must not touch their face. When the handling process is over, they must remove and dispose of their gloves and sanitise their hands again
- No handshake or hugs are allowed
- Passengers must sanitize their hands prior to boarding a vehicle. Wearing face mask is compulsory during the journey
- The hotel must ensure that buses do not undertake any stop from airport to hotel
- Police to effect check within the route

## 8.0 HOTEL

### 8.1 PROTOCOL FOR GUESTS AND GENERAL PROTOCOL

- The hotel premises will be declared restricted area where only authorised persons will be allowed access
- Guests are not allowed to leave their rooms until authorised by the Ministry of Health and Wellness
- Guests must be informed of the Do's and Don'ts within the hotel premises during the quarantine period
- Provision of hand sanitisers must be made for employees and guests at all strategic areas including entrance, reception desk and common areas. Hand sanitiser dispensers to be refilled on a regular basis or as/when required
- Guests facing staff members have to wear face mask that need to be changed every 4 hours. Mask made of cloth can also be used and must be changed every 4 hours as per international norms
- Display floor markings for observing physical distancing wherever necessary
- Ensure regular cleaning and disinfection of premises/sites (except for rooms) and this process must be duly recorded in a logbook
- Privilege natural ventilation of premises and reduce the use of air conditioning as far as practicable
- Suppliers' staff coming to the hotel must wear face mask at all times. They will be allowed access only to the back office and can only meet back office staff. In case hotel staff need to enter the vehicles, same have to be disinfected
- Families, relatives or friends coming to deliver parcel for their relatives/friends will not be allowed access in the hotel premises. They will have to drop their parcel with the security personnel
- Mandatory sanitary measures must be communicated to guests at time of reservation. Same will be communicated again at the time of arrival
- Affixing of signage/posters in a conspicuous manner to educate employees and guests on hand washing techniques and communicate practical information such as location of hand sanitiser dispensers, prior to start of operations
- Guest to be briefed and encouraged to comply with all sanitary requirements of the hotel
- Hotel staff to monitor guests' conditions during their stay
- A logbook should be kept and regularly updated for all activities in the hotel such as transport of employees, deliveries and visits, use of changing rooms, breaks and meals in mess rooms, cleaning and disinfection activities of all public areas, incidents, protocols, and any other important actions and measures that could help traceability and improve the actions implemented. Each logbook should be managed by one designated employee
- Implement video conferencing meetings rather than face-to-face meetings where possible
- Welcoming drink, hand and face towel usually offered on arrival of guests should be placed in rooms instead
- Covered pedal bins to be closed/covered at all times. Hands should be washed or disinfected after use
- Ensure strict compliance with applicable regulations/mandatory measures, imposed by the Authorities, at all times
- Ensure that contractors/service providers across the supply chain operate in line with sanitary requirements
- Implementation of an Emergency Health Response Program (EHRP)
- In case of suspected cases of COVID-19 among guests or employees, EHRP representative must be contacted immediately

## 8.2 EMERGENCY HEALTH RESPONSE PROGRAMME (EHRP)

- EHRP comprises of all necessary measures that will assist in dealing with any situation, related to the COVID-19
- A permanent Health Response team will be set up and will comprise of:
  - Manager
  - Hotel health personnel, Doctor or Nurse
  - Human Resource Manager
  - 1 hotel staff or an officer from the Ministry of Health
  - Any other staff decided by the management

The role of this team is to:

- Monitor and ensure that all COVID-19 Guidelines are being respected
- Ensure proper communication of information to staff and guests
- Liaise with relevant Authorities
- Maintain records related to COVID-19
- Set-up a Rapid Response Team whose role will be to manage any positive or suspicious case in the hotel as per instructions provided by the Ministry of Health and Wellness
- Ensure regular check-up and testing of the staff



### 8.3 PROTOCOL FOR HOTEL STAFF

- Staff should sign mandatory undertaking for wearing protective equipment as directed by management according to their relevant duties
- Front line staff (who are exposed with higher risk of contamination) must undergo health screening and stay at the hotel until the quarantine period is completed. PCR test will be undertaken on day 7 and day 14. If the result is negative on day 14, staff will be allowed to leave the premises on the next day. Other staff (with low risk of contamination) will be allowed to leave but should undergo relevant health screening
- There must not be any physical contact between front liners and back office staff
- Briefing and training on the novel coronavirus, COVID-19, its modes of transmission, best practices and barrier measures to protect the staff and guests, the Do's and Don'ts that employees need to be aware prior to engaging into any activity. Part of this briefing and training process must consist of careful listening of staff and to address issues pertaining to staff's queries, the aim being to dissipate any doubt, false believes and fears that they might have. Training of staff should be done under supervision of Health Authorities
- Front line staff to guest ratio must be kept to a minimum to facilitate eventual contact tracing if required
- Daily screening of body temperature of employees using a thermometer gun/thermal camera prior to entering the office or hotel premises (maximum temperature of 37,80 is authorised)
- Setting up of an isolation room for employees displaying symptoms of COVID-19
- Hotel Management must make provision for protective equipment (face masks, gloves, hand sanitisers, amongst others) in appropriate quantity in line with the duties of their staff
- Encourage use of contactless attendance for employees. In case of manual attendance, one employee per team/department will be responsible for registering attendance for the whole team
- Staff involved in room service must wear face mask and gloves. He/she staff must avoid touching his/her face while wearing their gloves and handling the utensils. They must sanitise their hands after taking off their gloves
- Staff working in scullery must wear face mask and gloves while dealing with used utensils coming from guests' rooms. Utensils must be emptied carefully without touching the remaining content and sent for thorough cleaning. Staff must sanitise their hands after removing their gloves
- Face masks and gloves used by staff should be properly disposed of or disinfected after each service. Surgical face mask is for single use only and must be replaced every 4 hours. Once used, it must be discarded in a bin. Face mask made of cloth can be used again but has to be replaced every 4 hours. Once removed, it has to be placed in a sterile container, hermetically closed and sealed. Cloth masks must be washed with hot water (at least 60 degrees) during a minimum of 3 hours
- Changing rooms and all related amenities must be cleaned and disinfected of after each use. Apply physical distancing protocol and limit the number of employees inside the changing rooms
- Review the set-up of the mess room and implement staggered break/lunch/dinner time for employees to allow for physical distancing and minimise physical contact with food and other items. Allow fresh air to circulate across the mess room. Staff must disinfect and wash their hands before and after meals
- Staff should use their personal bottles at water dispensers

## 8.4 RECEPTION

- Ensure, as much as possible, that staff at Reception desk do not have any underlying health condition
- Staff at the Reception and Lobby area must wear face mask at all times and observe the physical distancing protocol of 1.5 m between staff and guests
- Arrange for protective shields at the reception counters to protect the staff. If not possible, face shields must be provided to staff members.
- Ensure that guests fill the registration card with the key required information. Apply appropriate measures to encourage minimum physical interactions between staff members and guests during Check in and Check out
- Staff members must disinfect their hands before and after each guest welcome ritual
- Welcoming towels and drink to be served in the rooms and not at the reception
- Promote contactless check-in as much as possible. In case check-in is done manually, staff members must not share their pens with guests. Provide separate pens for them. After each use, disinfect the pen with 70% alcohol solution. Staff members must also disinfect their hands once cleaning process is completed
- Sanitise all key cards or key tags, immediately after return and before reissuing. Wash hands once this process is over
- Guests must be informed, either verbally or through phone messages, not leave their room, even if they are feeling unwell or are feverish. Instead, they must call the reception desk and inform the staff about their health conditions. Reception staff will then immediately inform responsible person for necessary further actions
- If case a guest needs to be escorted to his/her room, observe physical distancing instructions, limit the number of persons inside the elevator, and avoid touching any surfaces inside the elevator
- Contact details of health authorities, flu clinics, medical centres, public and private hospitals as well as a list of emergency telephone numbers must be readily available at the reception desk
- The reception desk must be equipped with a medical kit that comprises of the following items:
  - Germicidal disinfectant/wipes for surface cleaning
  - Face masks and eye protection equipment (e.g. face shields and goggles)
  - Note that disposable face masks can only be used once
  - Gloves (disposable)
  - Protective apron (disposable)
  - Full-length long-sleeved gown
  - Biohazard disposable waste bag
- Provide hand sanitiser dispenser at the cashier's desk for guests to sanitise their hands prior to and after using the card machines
- Credit/ Debit Card machines must be wiped/disinfected before and after each use
- Encourage cashless payment transactions
- Any items in contact with guests must be sanitised before and after use
- For cash transactions, staff members must follow scrupulously all barrier measures to protect themselves. They must disinfect their hands immediately after each manipulation of cash

## **8.5 COMMON AREAS (INCLUDING TOILETS AND STAFF QUARTERS)**

- Special consideration must be given to common areas. They have to be cleaned and disinfected regularly as a general preventive measure against COVID-19. Disinfectant wipes must be provided in all common toilets. Objects that are frequently touched, such as handles, elevator buttons, handrails, stairways, corridors, switches and doorknobs, must be cleaned and disinfected regularly. Cleaning staff should be instructed accordingly
- Signage/posters to be affixed in a conspicuous manner around the hotel premises to sensitise staff on sanitary and precautionary measures

## **8.6 TECHNICAL EQUIPMENT**

### **8.6.1 AIR-CONDITIONING**

Central air-conditioning, even with clean filters, is known to be an aggravating factor of virus transmission. Natural ventilation must be favoured as much as possible

### **8.6.2 DISPENSERS**

The installation of disinfectant solution dispensers at various points throughout the hotel premises, including staff restrooms, and common areas must be included in the hotel SOP. Regular checks must be carried out to ensure proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other devices. Defective units must be immediately repaired or replaced

## **8.7 TRANSPORT ARRANGEMENTS**

- Ensure that all vehicles (staff transports and buggies) are cleaned and disinfected after each use. A record of all person using hotel vehicles must be kept
- Drivers must wear face mask at all times when conveying staff
- Provide hand sanitisers in each vehicle. Passengers must sanitise their hands before boarding any vehicle
- Passengers must wear their face mask at all times when travelling
- Employees using their own means of transport must disinfect their vehicle

## **8.8 ELEVATORS/LIFTS**

- Lifts, lift buttons and railings must be cleaned and disinfected after each use
- A protocol for physical distancing in lifts and while queuing up must be elaborated. (For instance, according to the size of the lift the maximum number of persons allowed inside must be clearly indicated)
- Face mask must be worn at all times while queuing and when inside the lift

## 8.9 HOUSEKEEPING

- Provide training to housekeeping staff on the proper use of personal protection equipment (PPE) such as: Gloves, disposable gowns, closed shoes, aprons and face shields, wherever applicable
- **Very Important:** When a housekeeping staff is required to clean the room of a guest who has been tested positive to COVID19 and who has already been transferred to ENT hospital, he/she must be equipped with full PPE including overall, gloves, head cap, protective glasses, face mask and overshoes. Changing of bed sheets can spread the virus in the air
- No night service for making of rooms
- Rooms must be disinfected after check-out. Only after disinfection, housekeeping staff will be allowed to clean the room prior to check-in. Protocol for disinfection must be as per MOH standards
- Room cleaning services will not be available during the 14 days stay. Cleaning kit will be provided inside each room

## 8.10 ROOMS

- All rooms to be naturally ventilated daily, where practicable
- Hand sanitiser must be provided in all rooms, either on sale or for free
- Signage/posters to be affixed in a conspicuous manner in rooms so as to sensitise guests on sanitary and precautionary measures
- Laundry powder to be provided in all rooms and guests encouraged to do their own laundry
- All covered pedal bins must be lined with waste bags

## 8.11 KITCHEN AND SCULLERY

- All crockery/cutlery/equipment/utensils that have been in contact with guests must be sanitised after each service
- Staff members are required to wash and sanitise their hands regularly and to wear face mask at all times. Staff members must also wear gloves when dealing with used utensils. They must avoid touching their face when wearing gloves. They must either wash their hands or use hand sanitiser after removing their gloves
- To prevent cross-contamination, staff members must strictly adhere to all sanitary protocols at all times
- All working surfaces must be cleaned and disinfected after each use
- Covered pedal bins must be lined up with waste bags

## **8.12 SECURITY PLANNING TO ENSURE COMPLIANCE WITH THE QUARANTINE RULES APPLICABLE FOR HOTELS AS FROM 1 OCTOBER 2020**

- The National Coast Guard and the Police, depending on whether the hotel is located by the beach or in the city, are invested with the responsibility to ensure that there is no contact between the hotel residents and the community, within the vicinity of the hotel designated as a quarantine location.
- The hotel premises are under the authority of the doctor in charge. Any incident must be reported directly to him. He then decides if the incident needs to be communicated to the Ministry of Health and Wellness.
- The hotel is responsible for the security of the hotel premises except for the sanitary items.
- Following the cases of indiscipline recorded during previous quarantine experiences, each passenger will forth on receive an official document with detailed information on potential penalties (including transfer to a detention centre) that they may incur, in case of non-compliance with the quarantine protocol. The document must be translated in a language understandable by the resident. The latter must acknowledge receipt of the document by returning a signed copy to the doctor in charge, the following day.
- Regular patrols will be carried out, on a random basis, in hotel corridors and gardens by the hotel and medical staff. Patrols will be performed on an hourly basis during the day and at least twice at night. A fair distribution of rounds will be made based on the pre-established schedule for the 14 days of quarantine.
- In case, any resident or group of residents are found outside his/her/their rooms, the doctor in charge must be alerted immediately. The latter will order the resident (s) to return to his/her/their respective room(s) and inform the Ministry of Health right away. The doctor in charge decides on the necessary actions that need to be taken against the offending resident (s).
- In case the resident (s) has/have to be taken to the detention centre, it is the “rapid response team” from the Ministry of Health and Wellness that will ensure his/her/their transfer. They will be escorted by the police, who will have to wear their full PPP.

## 9.0 PROTOCOL FOR PASSENGERS DEPARTING FROM SSR INTERNATIONAL AIRPORT

### 9.1 BOOKING & TICKETING

- Ensure that passengers are informed of all protocols and sanitary measures that have been put in place by the local authorities, and also by the authorities at their final destination to prevent the propagation of COVID-19, prior to their trip. For example:
  - Number of masks he/she will need during his/her travel
  - Restrictions applicable to carriage of hand sanitiser
  - Restrictions on number of carry-on baggage allowed in the aircraft
  - Health protocols at final destination or transit station
  - Medical institutions that are accredited by the local authorities to perform RT-PCR test in case requested by the of country of his/her final destination
  - Passengers need to report at the airport early
  - Restricted access to terminal for accompanying persons

### 9.2 ARRIVING AT THE AIRPORT

- Wear face mask at all times at the airport and comply with all sanitary measures implemented by the local authorities
- Expect your pre-boarding experience to take longer, so allow for more time
- Adhere to physical distancing measures as required by the local authorities
- Wash your hands with soap and water or use hand sanitiser regularly
- Abide to instructions from health personnel for health and sanitary protocol including temperature checks at entrance of terminal

### 9.3 CHECK-IN

Refer to section 1.4

### 9.4 BORDER CONTROL & SECURITY AT THE AIRPORT

Refer to section 1.5

### 9.5 SHOPS AND FOOD RETAIL

Refer to section 1.6

### 9.6 BOARDING

Refer to section 1.7

### 9.7 FLIGHT

Refer to section 1.8

## 9.8 ARRIVAL AT FINAL DESTINATION

- Adhere to physical distancing protocol
- Wear your face mask at all times as required
- Follow the "see but don't touch" protocol
- Anticipate that disembarkation may take longer than usual
- Remain seated until you are called forward
- Observe physical distancing while disembarking and moving around in the terminal
- Prepare documents required at arrival



**Source:**

International Civil Aviation Organization

Draft Report submitted by Dr Z. Joomaye

World Travel and Tourism Council (WTTC) "Safe Travels" Global Protocols

**Prepared in collaboration with:**

Ministry of Health and Wellness

Department of Civil Aviation

Ministry of Foreign Affairs, Regional Integration and International Trade

Mauritius Tourism Promotion Authority

Tourism Authority

Air Mauritius





**Ministry of Tourism**

## **Opening of borders to all passengers willing to undergo a 14-day quarantine in a state-designated facility**

**September 2020**

Level 5, Air Mauritius Centre, John Kennedy Street, Port Louis.

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