

Constance Hotels & Resorts

40609 Centre de Flacq, Mauritius

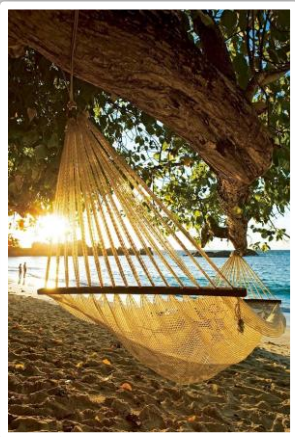
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For immediate release

Constance Hotels, Resorts & Golf implements “Constance Stay Safe”

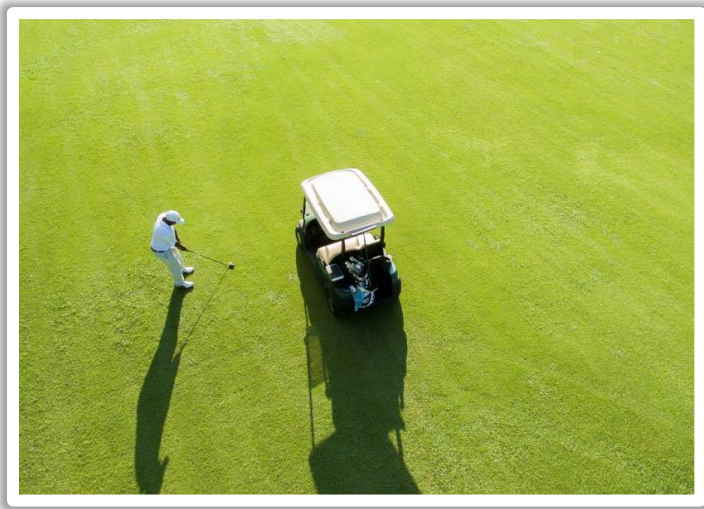
Constance Hotels, Resorts & Golf is preparing for the reopening of its hotels in the Indian Ocean. The hotel group has developed a security protocol, called **‘Constance Stay Safe’**, covering all the services offered to customers during their stay. The measures, validated by SGS, an international inspection and certification company, comply with the directives of the World Health Organization and local health authorities. The establishment of a secure environment for all guests as well as their teams remains the top priority of the group.



“For Constance, this protocol is an essential step towards resuming our activities. It guides our teams in regards to the measures which will be implemented in order to create a framework which will allow our customers to enjoy their stay with the same peace of mind as before. This work begins immediately with the training of our staff and the layout of our hotels. These measures will not affect our approach to welcoming and the authenticity of the experiences we offer to our customers in any way. Hospitality and generosity, which have always been the strength of our teams, are two important values which will continue to be at the forefront of everything we do”, says Jean-Jacques Vallet, Chief Executive Officer of Constance Hotels, Resorts & Golf.

The hotel group has collaborated with international experts in different fields to adapt its operations to new standards. In fact, all existing protocols have been re-evaluated under the new security requirements. In addition to this, Constance Hotels, Resorts & Golf is in constant contact with the local authorities and is closely monitoring the development of the health situation. When the hotels reopen, several measures will be applied including social distancing, mask wearing by employees and guests having their temperature taken when they arrive at the hotel.





The protocol covers all the hotels' activities, from the cleaning of rooms to the arrangement of tables inside restaurants, as well as securing the leisure activities. "The goal is to provide our customers with the same high-end experiences as before, without compromising their safety or that of our teams. The conditions will enable them to live every moment of their stay while enjoying the surroundings and the tranquility of our properties", explains the CEO.

This protocol anticipates the introduction of several innovations within the hotels. For instance, guests will be able to ask for room and laundry services via iPads, put at their disposal in their rooms. Thanks to the group's mobile application, they will be able to consult the menus of the different restaurants, book a table and even place their orders. Other information platforms, such as a television messaging service, will also soon be implemented. At the end of each stay, all hotels will prioritize online payments through the "e-check-out". These contactless tools will significantly contribute in reducing the risk of infection.

About SGS

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognized as the global benchmark for quality and integrity. With more than 94,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.

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True by Nature

About Constance Hotels & Resorts, an Indian Ocean expert

Constance Hotels & Resorts is a Mauritian hospitality brand with seven eco-chic resorts across Mauritius, Seychelles, Maldives and Madagascar, and three championship golf courses (one in Seychelles and two in Mauritius). With Mauritian roots, warmth and smiles are in the brand's DNA. A sense of place and nature is the inspiration behind selecting properties that preserve their environment's natural beauty. High flying gastronomy and fine wine is integral to the brand's proposition, with 67 sommeliers working across seven properties. Guests' wellbeing is the focus with a Constance Spa in each resort combining treatments, fitness and nutrition. Constance Hotels and Resorts is an Indian Ocean expert offering guests unique experiences in each location.

For more details: www.constancehotels.com