

24 March 2020

To contain the spread of Covid-19 outbreak in the destinations we operate in, the following hotels will be closed temporarily until 30 April 2020.

- **LUX* South Ari Atoll Resort & Villas** (Maldives)
- **LUX* Belle Mare Resort & Villas** (Mauritius)
- **LUX* Le Morne Resort** (Mauritius)
- **LUX* Grand Gaube Resort & Villas** (Mauritius)
- **Tamssa Bel Ombre** (Mauritius)
- **SALT of Palmar** (Mauritius)
- **LUX* Saint Gilles Resort** (La Reunion)
- **Hotel Le Recif** (La Reunion)

The hotels are in preparation for temporary closure after the last guest's departure. During this period, LUX* North Males Atoll Resort & Villas (Maldives) and LUX* Tea Horse Road China hotels will remain operational, subject to changes from travel and/or flight restrictions.

Mauritius Closed Borders to all International and Mauritian Citizens on 19 March 2020.

The Government of Mauritius has issued a 15-day lockdown on the country as of 10 a.m. (GMT/UTC +4h standard time) on 19 March 2020. No commercial flights will be allowed in the country during this period. For guests currently in Mauritius, please contact Front Office if you need assistance in confirming your international flight departure details.

I am currently staying at LUX* Resorts & Hotels, SALT of Palmar or Tamassa Bel Ombre in Mauritius but I want to leave early. Will I get a refund?

For guests who are currently in-house and who booked directly via our reservation channels, we will refund the unused nights. Any prepaid amounts will be used towards your final bill and we will refund any overpayment. Refunds with respect to cancellations cannot be processed right now due to the lockdown situation in Mauritius. All refunds will be processed as soon as the lockdown is waived.

For guests who booked their stays via a third-party channel, please contact them directly to inquire about their cancellation policy.

I have a booking with The Lux Collective after May 2020. Can I get a refund?

We understand the uncertainty to travel at this point so we offer flexible terms for all our guests. Guests who booked direct have the flexibility to postpone their trip for any date until 30 April 2021 without change fees. The best available rate for your new dates will be quoted.

Guests are advised to check on the most updated travel restrictions with their local Ministry of Foreign Affairs before travelling.

Guests who made their bookings via third parties will need to contact them to inquire about their applicable cancellation policy.

What happens if the airline I am flying with stops operating to Mauritius, Maldives, La Reunion or China?

The same flexible cancellation/re-booking terms apply for direct bookings.

What are the conditions for force majeure?

We will waive cancellation charges for guests who booked directly with us and are affected by force majeure or offer re-booking options for stays for any date until 30 April 2021 without change fees. The best available rate for your new dates will be quoted.

Guests who made their bookings via third parties will need to contact them to inquire about their applicable cancellation policy.

What precautionary measures does the resort have in place to prevent a possible outbreak?

- Face masks are available as well as hand sanitisers in place in all public areas.
- Temperature checks are taken daily on all guests and Team Members.
- Public areas including doorknobs, counter tops, and high touch point areas are also disinfected frequently.
- Team Members are required to wash their hands thoroughly every 30 minutes. All Team Members and guests will also have their temperature taken daily.
- All guests and Team Members are required to declare their country of origin and latest travel history.
- Cutleries and eating utensils are disinfected and baby chairs sanitised after every use.
- Our Team Members have also undergone a training on cleaning and biowaste disposal based on WHO guidelines.

What is the protocol in place if a guest is suspected to have the virus in the resort?

Guest with suspected virus will be escorted by a trained Team Member to a dedicated Isolation Room while the resort contacts the local health authorities. Contact tracing will be conducted within the resort and appropriate measures will be taken in accordance with the guidelines stipulated by local authorities.

What should I do if the resort I am staying in has a case of Covid-19 confirmed?

We have a disinfection protocol in place as well as a stock of masks, hand sanitisers and disinfectants. Experienced doctors/nurses are present in all our resorts to assist and advise with any questions you may have. We are in close contact with the local authorities to ensure close monitoring of the situation and to ensure that we take appropriate actions should an emergency occur.

What should I do if a first case is declared while I'm on holiday in that destination?

Read the travel advisory by the Ministry of Foreign Affairs before travelling and register with them to receive updates so that you are always aware of developments. If a case of the virus is confirmed while you're on holiday, follow the instructions of the local authorities.

What if I am not from the list of affected countries but wish to cancel my booking?

All bookings made for arrivals from 5 March until 30 April 2020 can be cancelled without penalty until the day of arrival. Alternatively, you can re-book your stays for any date until 30 April 2021 without change fees. The best available rate for your new dates will be quoted.

Guests are advised to check on the most updated travel restrictions with their local Ministry of Foreign Affairs before travelling.

Guests who made their bookings via third parties will need to contact them to inquire about their applicable cancellation policy.

What if my travel agency is refusing to refund my reservation? What can I do?

We are unable to interfere with third parties' action. We would recommend that you get in touch with the governing body in your country to ask for advice.

What are the measures the local health authorities have deployed to prevent an outbreak?

In Mauritius:

- As of 10 a.m. Mauritius time on 19 March 2020, Mauritius' borders are closed to all international and Mauritian citizens arriving on the territory.
- All Mauritian nationals and international visitors arriving before the deadline will be placed in quarantine for 14 days.
- Any visitors who wish to leave the country will need to contact their airlines or travel agents for flight rescheduling.
- For more information, visit [Tourism Mauritius](#) or the [Ministry of Health and Wellness](#)

In Maldives:

- Visitors and airline crew who have been to Mainland China, Iran, Italy, Bangladesh, Malaysia, Spain, United Kingdom, North Gyeongsang and South Gyeongsang Provinces in Republic of Korea, Ile-de-France and Grand Est (France), Bavaria, North Rhine Westphalia and Baden-Wuerttemberg (Germany) in the past 14 days are not allowed to enter the country.
- Temperature checks are conducted at the airport.
- A completed Health Declaration Card and Immigration Arrival Card must be presented upon arrival.
- Visitors found to have a temperature will be quarantined for 14 days.
- For more information visit [Health Protection Agency Maldives](#).

In China:

- All passengers arriving in Beijing will be quarantined at the designated hotels in Beijing for 14 days.
- Passengers who live in or have been in Austria, Belgium, Denmark, France, Germany, Iran, Italy, Japan, Republic of Korea, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom or USA in the past 14 days arriving in Shanghai must undergo a 14-day quarantine at home or in designated places for medical observation.
- Passengers who live in or have been to France, Germany, Iran, Italy, Japan, Republic of Korea, Spain or USA in the past 14 days arriving at Guangzhou or Shenzhen must undergo a 14-day quarantine at home or in designated places for medical observation.

For more information on the latest updates on Covid-19, visit [World Health Organisation](#).

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