



Dear Valued Guest,

Bird Island, Seychelles has been working hard to welcome you back to its shores. We are not only presenting you with a slightly different product but are also reassuring you that you can still have a great holiday with us.

In line with guidelines from the Government of Seychelles relating to COVID-19, new Standard Operating Procedures (SOPs) are now in place to ensure an even safer stay.

Read on to find out what steps we've taken.

Stay Safe on Bird Island

GUEST CHECK-IN & WELCOME

- Guest check-in takes place only once, at check-in for the Mahé-Bird flight.
- Our representative assisting with check-in will be wearing a face mask and interaction with guests will be contactless, from a safe distance.
- A temperature check will be carried out and recorded on our flight list (logbook).
- Guests exhibiting a higher than normal temperature and symptoms associated with COVID-19 will be politely told that they are unable to board and will be directed to the appropriate medical facility.
- Upon arrival on Bird Island, guests' luggage will be disinfected and taken to the room by staff wearing gloves.
- There will be no check-in procedures, eliminating touch points.
- The welcome briefing will be given and will include details of safety and hygiene measures in place and what is required of guests during their stay such as keeping safe distances from other guests and the use of masks where necessary.
- Bird Island does not use room keys, eliminating another touch point.

ROOM CLEANING

- Housekeeping will be carried out and fresh linens provided weekly, to limit interaction.
- Fresh towels will be provided once in three days or on request.
- We ask that guests keep surfaces clear of clutter prior to service, to allow the staff to more easily sanitize the rooms.
- Housekeeping staff will wear face masks and gloves during service.
- Each room will undergo a thorough clean between guest check-ins and check-outs.

RESTAURANT

- The restaurant has been set up to limit capacity and control numbers of guests inside at any one time.
- Guests will be required to reserve their table ahead of time, so as to allocate tables accordingly and ensure social distancing.
- We do not offer buffet meals.
- Staff are trained for minimal contact during service.
- The menu board, single use menus or plastic covered menus which are sanitized after each use will be used.

SHOP

- A notice will be visible outside the shop, providing physical distancing advice to limit the number of guests in the shop at any one time.
- Shop staff are trained for minimal contact.
- Face masks and hand sanitizer will be available for purchase.
- Sanitization of the shop and items will be done regularly.

ACTIVITIES

- For activities which might have normally involved close contact (e.g. guided nature walks), physical distancing between participants will be enforced.
- Guests are asked to bring their own mask and tuba/snorkel.

COMMUNAL AREAS

- Guests will be asked to maintain social distancing in these areas.
- Hand sanitizer will be available in the communal areas.
- Foot pedal bins will be placed in strategic areas.
- A staff member will be assigned to conduct regular sanitizing duties of high touch surfaces.
- Soap and single-use hand towels will be available in public restrooms.

STAFF

- There will be a member of staff designated as the Health and Safety Officer.
- This person will ensure staff are educated on proper hygiene practices, are trained in any new standard operating procedures and are kept up to date on new information pertaining to COVID-19.
- Staff are to practice social distancing with other staff and guests.
- Any new staff heading up to the island will have to undergo health screening.
- On Bird Island, visitors have the luxury of space and few people around to come in contact with. However, where staff are aware they will be in the immediate vicinity of guests, they will be required to wear face masks.

Should a guest or member of staff fall ill, appropriate steps will be taken in accordance with guidelines set.

Should you have any queries regarding our SOPs do not hesitate to get in touch with us on +248 4224925 or reservations@birdislandseychelles.com

