



## Welcome to Beachcomber

We are delighted that you have chosen Beachcomber, the hospitality expert in Mauritius, with eight resorts situated in only the best locations. Each resort has a unique style and atmosphere, ensuring a good fit for every type of traveller. A common theme throughout our resorts is a high standard of service, accommodation and exceptional cuisine. Beachcomber has perfected the art of making dreams come true, so sit back and relax... we will take it from here. The guidelines below should be useful during your holiday as a special guest of Beachcomber.

## General information: Mauritius

This information is intended as a guideline and information may change without prior notice. Timings indicated are subject to seasonality. Some facilities are offered at an extra charge. Please refer to the PROTOCOLS document for vital information pertaining to travel to, and from, Mauritius. E&OE.

## Airport

The international airport, Sir Seewoosagur Ramgoolam, is situated at Plaisance on the south-east coast of the island.

## Arrival in Mauritius

On arrival in Mauritius, make your way through Immigration, Health Checks and Customs to the arrivals hall. You will be asked to present your return air ticket as well as your passport at the Immigration Counter, plus your health forms to Health Officials. If you have booked a transfer, please proceed to the Mautourco counter where a representative will direct you to the transfer area. To assist with speedy check in for your transfer, please have your transfer voucher ready.

## Health and visa requirements

South African passport holders do not require a visa. However, inoculation requirements must be checked well in advance of departure as these requirements differ depending on which countries passengers have visited prior to travelling to Mauritius. Please refer to the PROTOCOLS document for more information relating to COVID-19-related criteria.

## Mosquitoes

Mauritius is a malaria-free area, but travellers are advised to use insect repellent, particularly in the evenings.

## Insurance

It is essential that travel insurance be purchased prior to departure, covering incidences such as cancellation or curtailment of flights, personal accident, medical expenses, baggage damage or loss of accommodation and, very importantly, any expenses relating to COVID-19, among others.

## Currency

The currency of the country is the Mauritian rupee. Foreign exchange/currency cards are available from most banks. There is a facility for exchanging money on arrival at the airport in the arrival's hall, just before you exit the terminal. On departure, please change your money prior to going through passport control as there are no facilities in the duty free hall.

## Banks

Cash points are available at most banks where you may withdraw sums against your debit or credit card as long as they are valid abroad. Please check with your bank if you can use your debit/credit cards overseas.

## Banking hours:

Monday to Thursday	09h00 - 15h00
Fridays	09h00 - 17h00
(Commercial banks are closed on Saturdays)	

## Credit card purchases

All hotels and most shops accept major credit cards. Cash is really only required for tips, and purchases from beach vendors.

## Customs and duty-free items

Due to all destinations enforcing security restrictions and altering these restrictions regularly, we strongly suggest that you check with the airline a few days prior to your departure with regards to the applicable liquid ban for hand luggage. Items per adult over 18 years which are duty free include:

2 litres of wine and 1 litre of spirits or  
2 litres of spirits or 4 litre of wine  
250 grams of tobacco products

## Duty-free shop at Mauritius airport

Duty-free shops are located in the arrivals and departures halls. Articles are priced in euros but payment can be made by credit card, most foreign currencies or in Mauritian rupees.

## Time

Mauritian time is two hours ahead of South African time.

## Electricity

The electric current is 220/240 volts AC. Two-pin plugs are the same as in South Africa, but three-pin plugs have square prongs, the same as those in use in Britain. All hotels provide hairdryers.

## Security

Ensure that your passports and valuables are safely stored in the safe in your room. It is not advised that tourists purchase excursions or cruises from unlicensed beach or street vendors. Prices may be attractive but the quality of service, safety of equipment or insurance coverage for passengers may be sub-standard to that of licensed operators. Please enquire at the Mautourco desk at your resort for more information on excursions.

## Cell phones

To receive and make calls when abroad, your cell phone will require international roaming. Contact your local service provider for further information prior to your departure. There are Wi-Fi hotspots at each of the Beachcomber resorts for WhatsApp calls.

## Shopping

Shopping in Mauritius is a popular activity, with high-quality goods available at local boutiques, factory shops or on the beach. Quality jewellery purchases include diamonds and gold, which are duty free in recognised shops. Pearls are sold by beach vendors and range from high quality to the everyday freshwater variety. The Beachcomber resorts all have their own Beachcomber Boutiques selling leisurewear. Fine oriental carpets are found in abundance and fashionable woollen garments are manufactured locally. Factory shops are located all over the island, but it is the responsibility of the buyer to ensure their authenticity. It is illegal to purchase or remove shells from the island unless obtained from a licensed vendor.

## Shopping hours:

### Port Louis

Monday to Friday	09h00 - 17h00
Saturday (market)	09h00 - 13h00
Saturday (Caudan Waterfront)	09h00 - 17h00
Sunday	09h00 - 12h00

### Grand Bay

Monday to Saturday	10h00 - 18h00
Sunday	10h00 - 13h00

### Bagatelle Mall

Monday to Thursday	10h00 - 20h30
Friday & Saturday	10h00 - 22h00
Sunday	10h00 - 15h00

### Cascavelle Shopping Mall, Flic en Flac area

Monday to Thursday	10h00 - 20h00
Fridays & Saturdays	10h00 - 22h00
Sunday	10h00 - 15h00



### La Croisette Shopping Mall, Grand Bay area

Monday to Thursday	10h00 - 20h00
Friday & Saturday	10h00 - 21h30
Sunday	10h00 - 16h00

### Language

The official language is English and all notices and road signs are in English. While English is widely spoken, French and Creole are the languages used by the local people in everyday life.

### Some useful phrases in French and Creole

ENGLISH	FRENCH	CREOLE
Please	S'il vous plaît	Si ou plé
How are you?	Comment ça va?	Ki manière?
Fine, thanks	Bien, merci	Mo bien, merci
Sir	Monsieur	Missié
Where is it?	Où est-ce?	Kote sa?
It's expensive	C'est cher	Li ser
It's good	C'est bon	Li bon
It's very good	C'est très bon	Li mari bon
It's not a problem	Pas de problème	Péna problème
What time is it?	Quelle heure est-il?	Ki lèrè lá?
It's hot	Il fait chaud	Fer so
Where are we?	Quò sommes-nous?	Kot nou été?
Good morning	Bonjour	Bonzour
Goodbye	Au revoir	Salam
I am leaving	Je m'en vais	Mo pé allé
Today	Aujourd'hui	Azordi
Tomorrow	Demain	Dimain
Market	Le marché	Bazar
Doctor	Médecin	Doctère

### Places of interest

#### Port Louis

The lively capital city of Port Louis has many places of interest. Its architecture forms part of a blended landscape of old and new buildings. It has a variety of shopping options: local markets give travellers an authentic experience of day to day life, while Caudan Waterfront provides boutique and upmarket shopping.

#### Grand Bay

The centre of the northern tourist hub, this seaside village has become a fashionable area for boutiques, galleries, restaurants and clubs. It is also the point of departure for most boat excursions to the northern islands off the Mauritian coastline.

#### Botanical gardens

The most famous on the island is Pamplemousses, established in 1735 by Mahé de Labourdonnais. The 60-acre property boasts 500 plant species - most notable are the Victoria regia giant water lilies and the rare talipot palm.

#### Casela Park

This peaceful park is home to more than 2 500 birds of 140 species, including the endangered Mauritian pink pigeon. Also of interest are the huge koi ponds and tortoises. Cascades, streams and lush tropical vegetation characterise the park. Adventure activities such as zip lining are also on offer.

#### Chamarel

A scenic drive takes you to the Coloured Earths of Chamarel where mounds of undulating earth contrast in layers of seven different colours. Nearby, the Chamarel waterfall cascades into a deep gorge covered with indigenous vegetation, one of the last remaining forested areas of the island.

#### Rhumerie de Chamarel

Located in the south-west part of Mauritius, the Chamarel rum distillery, restaurant and boutique provides for an interesting and festive excursion. Guided visits of the distillery as well as rum tastings are available Monday to Saturday and L'Alchimiste restaurant is available for tasty lunches before or after tastings and tours.

### The Blue Penny Museum

Situated at the Caudan Waterfront, the Blue Penny Museum is home to a rich collection of nautical and navigational items. The museum is famous for its two first-issue stamps, which date back to 1847.

### Catamaran cruises

A memorable day out on one of the many big cats has become one of the most popular excursions. Mautourco operates daily cruises from Grand Bay to Ilot Gabriel in the north, along the east coast to Ile aux Cerfs, and from Black River to Tamarin and Ile aux Bénitiers on the south-west coast. Most cruises include lunch and drinks such as beer, wine and rum cocktails. Guests have an opportunity to snorkel and equipment is provided by the crew.

### Undersea walk

An undersea walk affords you the opportunity to get up close and personal with hundreds of little fish that swarm around the walkers. Specially designed divers' helmets are worn for the walk along the seabed.

### Heritage Nature Reserve

Experience the rich natural areas of Mauritius adjoining the Black River Gorges National Park. Valriche features many hidden treasures - a dense forest with vast plains and waterfalls, home to many different species of birds and animals. Activities include: A two-hour guided tour on a double-seater quad bike or 4x4.

### Car rental

Many different vehicles are available for hire, from air-conditioned cars to compact 4x4 vehicles. Traffic conditions and narrow roads require careful driving. Driving is on the left side of the road. You will be required to show your valid South African driver's license when renting a car and an imprint of your credit card will be taken. Kindly make a reservation with the Hertz desk at your hotel or with the Mautourco representative.

### Local markets

Grand Bay Bazaar:	Every day until 17h00
(except Sundays & public holidays until 12h00)	
Port Louis:	Every day from 09h00 - 16h00
(except Sundays & public holidays until 12h00)	
Quatre Bornes:	Thursday & Sunday 09h00 - 16h00
Mahebourg:	Mondays 09h00 - 16h00
Flacq:	Wednesday & Sunday 09h00 - 16h00
Goodlands:	Tuesday & Friday 09h00 - 16h00

### Arrival and departure at your hotel

Check-in time is 14h00. Should your flight arrive prior to this time, the hotel will make every effort to let you have your room on arrival. Otherwise, arrangements can be made to store your luggage while you enjoy the amenities of the hotel. Check-out time is 12 noon. Should your departure for the airport be later than this, you have the opportunity of using the facilities of a departure lounge and your luggage can be stored securely. Showers are provided should you wish to change before departure.

### Transfers

Your departure airport transfer will collect you from your hotel 4 hours prior to your flight. The time at which your departure transfer will collect you from your hotel will be confirmed ahead of your departure day.



## Dress

The atmosphere at the Beachcomber resorts is generally casual, and beachwear tends to be the choice of dress during the day. Evening wear is smart casual and long trousers and closed shoes are required for men at all hotels except at Mauricia, Canonnier, Victoria and Shandrani in the buffet restaurants as well as Victoria-for-2 where the dress code is 'elegantly barefoot', and Paradis' La Ravanne Restaurant. During the cooler months from May to September, a light sweater or jacket is recommended for evenings.

## Entertainment

Evening entertainment varies according to the character of each resort. Guests can look forward to a live band, a DJ or a show each evening.

## Minibars

Each room has a minibar with a choice of alcoholic or soft drinks and snacks. Whatever is consumed is replaced daily and charged to your room account. Certain pre-paid all-inclusive packages, however, would include minibar items or a selection thereof. Drinks bought outside the hotel must not be stored in the minibar. Please check costs of the minibar items on the corresponding price list before consumption. It is not recommended that you drink the tap water; your minibar will stock bottled water as will the restaurants and bar(s) at the applicable charges. Royal Palm's minibar offers a selection of complimentary beverages.

## Tipping

Tipping of hotel personnel is not mandatory, but a demonstration of your appreciation for good service is welcomed. Personnel who are deserving of tips are porters, room cleaners and waiters in bars and restaurants who have been particularly helpful. Tipping of transport personnel is also appreciated and drivers of transfer vehicles, tour coach drivers and guides who are deserving of recognition. Tipping should be in local currency.

## Laundry service

A laundry service is available Monday to Friday. Laundry should be handed in before 09h00 and will be returned the following day after 13h00. No laundry service is available on public holidays.

## Golf

Paradis and Dinarobin share an 18-hole championship golf course. Hotel residents are required to pay a green fee for a round of golf and a rental fee for clubs and a golf cart, if required. Guests of Canonnier and Trou aux Biches can enjoy special perks and privileges when playing Mont Choisy Le Golf, the 18-hole golf course in the north of the island - enquire for more information. Shandrani has a reciprocal arrangement with Avalon Golf Club. Enquire for more information.

## Health and fitness

Each of the resorts have a health and fitness centre, all with modern equipment. Access to most facilities is free for hotel guests. Massages, beauty treatments and hairdressing are available at an extra charge. Minimum age requirements are applicable to guests making use of the health centre, fitness or spa facilities.

## Infirmiry

An infirmiry is available at your hotel, manned by qualified medical personnel to deal with minor ailments or injuries. Medication is also available for purchase. A doctor is on call.

## Kids Club Beachcomber

The kids club is situated on the resort grounds and operates 7 days a week, 09h00 - 21h00, with a break early evening. Each club caters for children between the ages of 3 and 11 years. Attendance is free of charge. Entertainment, excursions and games are supervised by professional staff. A special dinner is served for children. Please check times on arrival at the hotel. Lunch is provided at an additional cost. Dinners may be at an additional cost, depending on the meal package booked.

## Babysitting services

Babysitters are available on request at all resorts and bookings must be made 24 hours in advance at reception. There is an additional charge for this service.

## Internet facilities

All eight Beachcomber resorts have Wi-Fi hotspots in the public areas as well as in the rooms. Guests connecting to the Wi-Fi in specific areas via their own devices will not be charged for internet usage. Facilities differ from hotel to hotel. Please enquire on arrival about the different options available at your hotel, and which incur an additional charge.

## Non-smoking policy

All Beachcomber resorts have a non-smoking policy in place. All rooms' interiors are non-smoking; most terraces and balconies permit smoking. Restaurant policies differ from hotel to hotel and enquiries should be made at time of check in as to the policies pertaining to your hotel. The open-air areas of the bars tend to remain smoking areas, with the exception of the undercover areas, as well as certain enclosed bars.

## Restaurants

Each hotel reserves the right to close restaurant/s either on specific evenings or for a particular period, without prior notice. Advance restaurant reservations are recommended for all à la carte restaurants, however, bookings are not required for the main restaurant at each hotel. Please contact either the guest relations desk or the restaurant reservations desk at your hotel to make reservations

Please refer to accompanying documents for the applicable protocols for travel to Mauritius. Due to the occurrence of the Covid-19 pandemic, certain protocols may be introduced without prior warning which may limit or prevent certain services, amenities and/or facilities from being made available during your stay.

Information correct at time of updating.

# *The Art of Beautiful*