

FAQ FOR TRAVELLING TO MAURITIUS

From 15 July to 30 September 2021



Abstract

This document co-ordinates several communiques and will be useful for persons travelling to Mauritius in Phase 1 of border opening, 15 July to 30 September 2021.

FREQUENTLY ASKED QUESTIONS FOR TRAVELLING TO MAURITIUS FROM 15 JULY TO 30 SEPTEMBER 2021

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PREAMBLE

1. Who is allowed into Mauritius?

- **Citizens**, residents, permit-holders, Premium Visa holders and ordinary tourists from all parts of the world are allowed into Mauritius from July 15, 2021.
- **Most countries' citizens** may enter Mauritius visa-free for a maximum of 6 months. The link below stipulates which nationalities need visas. Visas include tourist, wedding, Premium and student visas.
- **For all visa information**, click on https://passport.govmu.org/passport/?page_id=605
- **Premium visas** apply for stays of a year, renewable. For further information and (free) application, click here: <https://www.edbmauritius.org/premium-visa>
- **COVID-specific restrictions:** Mauritius welcomes all countries except South Africa, Mayotte, and Brazil. If you are in one of these three countries, you must spend 15 days in a third country before embarking for Mauritius. You will still need to spend a 14-day quarantine in Mauritius.

2. What are the vaccination requirements for Mauritius?

To access in-resort quarantine you need to show proof of both doses of an anti-COVID vaccine, the second dose at least two weeks before arrival. The J&J single-injection vaccine must have been done 28 days before arriving. Children under 18 do not need vaccination (July 2021). If you are not vaccinated, you may still arrive, but you will have to attend in-room quarantine.

3. What are the different types of quarantine?

- If you are fully vaccinated, you may go to **in-resort** quarantine for 14 days at a “safe” hotel. This type of quarantine allows you access to all facilities.
- If you are not fully vaccinated, you must go to **in-room** quarantine in a quarantine hotel. For this type of quarantine, you will need to stay in your room for 14 days.
- Vaccinated guests may go to in-room quarantine if they wish.
- Unvaccinated children less than 18 years old may go to an in-resort hotel with their care giver.

4. What can I expect during **in-resort** quarantine?

- You need to respect all barrier gestures and cannot leave the perimeter of the hotel during in-resort quarantine.
- Your rooms will be cleaned, and linen changed in in-resort quarantine.
- You will have PCR tests on Day 7 and Day 14. ©CL2021
- There will be no buffet meals, only a la carte.
- You can do water sports without a mask, but for group activities like yoga, gym, etc., you need to wear a mask and keep a 2m distance between participants.

- Golf is allowed on designated days. Ask at the reception.
- Kids' clubs, babysitting services and other entertainment for children are authorized.
- No permanent Ministry of Health attendant will be at the in-resort quarantines. Two staff members will be responsible for enforcing protocol and liaising with the ministry.

5. What can I expect from in-room quarantine?

- You will not be allowed to leave the room; staff will bring all your meals.
- You will have WiFi, TV, and most hotels put on a form of live entertainment.
- When deciding on a hotel, look for open access to a terrace or an open balcony. This is especially useful if you travel with children.
- You will be given cleaning equipment and fresh linen to maintain your own room.
- Your temperature will be taken twice a day; expect PCR tests on Days 7 and 14.
- You may receive parcels, gym equipment, etc., from friends, and order snacks and beverages online. However, no cooked food or alcohol will be allowed onto the premises.

6. What do I need to get on the flight?

- **A valid air ticket** (return ticket for tourists, businesspeople, Premium Tourist applicants, and anyone not already approved by the EDB). ©CL2021
- Proof of purchase of a **stay package** in a certified 'safe' resort or a quarantine hotel.
- A certificate of **negative COVID-19 PCR test** administered between 5 and 7 days prior to boarding at your last point of embarkation.
- **Proof of vaccination** if travelling to an in-resort quarantine for vaccinated persons.

7. Which airlines will fly to Mauritius from 15 July to 30 September?

Between July and October, there will be a gradual re-introduction of airlines with landing rights in Mauritius. From 15 July to 30 September, the authorised airlines will be:

- Air Mauritius:
 - ✓ MRU-CDG on Tuesdays, Thursdays (from 5.8.21), Fridays & Saturdays
 - ✓ CDG-MRU on Wednesdays, Fridays (from 6.8.21), Saturdays & Sundays
 - ✓ RUN-MRU on Mondays
- Emirates:
 - ✓ Dubai-MRU on Thursdays and Saturdays
 - ✓ MRU-Dubai on Thursdays and Saturdays
- Turkish Airlines (from 16 July 2021) – www.Mauritius-airport-atol-aero

As new airlines are introduced, we will announce them on **Mauritius in Quarantine**.

8. Should we know anything specific about children?

- **Babies and children** need a PCR test. Young children may have their tests in the throat.
- Children **below the age of 18** are **exempted** from vaccination and may attend in-resort quarantine with their vaccinated parents.

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- **Citizenship rights** of children: Bring birth certificates for children who qualify for Mauritian citizenship but carry other passports, as well as birth certificates of the parent(s) through whom they are entitled to citizenship. These will exempt the child from paying the Rs13 500 medical surcharge (see No. 9 below).

9. Do I need medical insurance?

Initially non-Mauritians were asked to buy a medical insurance; this is no longer needed. The Rs13 500 surcharge paid to the hotel will cover your PCR tests and any COVID-related treatment you may need. However, should a roommate (spouse, child, etc.) test positive during quarantine, the remaining roommates will need to spend a further 14 days in a hotel room from the date of infection. You will have to pay for the extended stay.

10. What else must I bring?

- Your vaccination certificate (if applicable).
- A negative PCR certificate from a recognized testing centre performed 5 to 7 days before your last port of embarkation to Mauritius. No-one is exempt from the PCR. Babies and toddlers have their tests in the throat. For everyone else, a nose PCR is obligatory.
- A return ticket unless you are a citizen or have a permit to live in Mauritius.
- Check airport shuttle arrangements with the hotel before leaving.
- Wear comfortable clothes and shoes. You will need to stand a lot and walk a lot.
- Prepare a travel pack which includes:
 - ✓ One surgical mask for every four, or one N95/FFP2 for every eight hours of travel
 - ✓ 100ml spray bottle of sanitizer
 - ✓ A packet of wet wipes for wiping down surfaces (spray sanitizer on wet wipes)
 - ✓ Download and complete all health and immigration documentation before leaving
 - ✓ Two or three hard copies of your PCR test results

THE FLIGHT AND ARRIVAL

11. What are the recommended barrier gestures for travel?

- Wear a surgical or N95/FFP2 mask permanently except at table during meals
- Change the surgical mask every four hours, or the N95 every eight hours
- Sanitize hands before entering plane, after meals, and after moving around in plane.

12. What can I expect when I arrive at SSR Airport in Mauritius?

- As you arrive, sanitize your hands thoroughly.
- Your temperature will be taken. If it exceeds 37.8° you will be seen by a doctor.
- You will get a PCR test (Day 0) on arrival, results SMSed to you 6-12 hours after arrival. If you are undertaking in-resort quarantine you will not be allowed to leave your room until your Day 0 test results have arrived. This may necessitate one or two room service meals.

13. How do airport transfers work?

- Your hotel organizes airport transfers. Ensure you receive all details thereof from your hotel before leaving. Some hotels don't accept two items of luggage. Clarify hotel policies before leaving so you don't end up with extra airport shuttle costs.
- Sanitize hands and wear a mask before entering the vehicle.
- MIQ recommends: if the vehicle is over-packed, don't be afraid of asking for another vehicle. Don't allow yourself to be bullied but do remain calm.
- Try to keep a safe distance from others in the transfer vehicle.

COVID IN QUARANTINE

14. What are the test protocols during quarantine?

- You will not be given the result of your Days 7 and 14 PCR tests, therefore if no-one comes to your room, you are negative! If you are anxious, phone and ask the reception.
- On Day 14 you will be given a discharge certificate to acknowledge that you've been in quarantine, and you are free of COVID-19. Frame it!
- If you should test positive during your stay, isolation in a hotel/hospital is obligatory.
- If someone in your room tests positive on Day 7 or 14, the remaining roommates will need to spend a further 14 days in a hotel room from the date of infection. This could be in the same quarantine hotel or another.
- If everyone at the hotel, including staff, tests negative on Day 14, you will all be free to leave. However, if several persons test positive on Day 14, those who are negative will need to self-isolate for a further seven days. Isolation ends with a further PCR.

15. What rules apply for my treatment and release if I am positive? ©CL2021

- **Only a small percentage of quarantiners test positive during their stay.** Of those, most are asymptomatic. It's frustrating to be sent off to a recovery centre when you feel well.
- If you test positive you will go by ambulance to one of three places. If you are/have:
 - ✓ No symptoms: a hotel/treatment centre, usually a comfortable 3* hotel
 - ✓ Mild symptoms: a hotel/hospital, usually a comfortable 3 or 4* hotel
 - ✓ Symptoms that require oxygen or further care: the ENT hospital in Vacoas

- The average recovery time is 20 to 24 days; you are released when you have had two negative PCR tests in a row. You may receive a care pack from friends/family.
- If there is a protocol for the treatment of patients, it has not been communicated. From the experiences of our members, we have gleaned the following:
 - ✓ Doctors don't communicate well. Grit your teeth and bear it.
 - ✓ The first day is considered Day 0. The next PCR tests are on Days 7, 10, 15 and 20.
 - ✓ On Day 20, if you test negative the test is repeated the next day. If you have a second negative result, you may leave. If not, the test will be repeated every 3 days until you have two negatives in a row.
 - ✓ Blood tests are performed on you from time to time. You are not told the reason, nor do you get the results for these tests. We assume the tests are to check antibodies, but doctors say they are forbidden to give reasons or results. If you refuse to have your blood taken, you are asked to sign a document to that effect.
 - ✓ You do not have access to a second opinion, nor can you be treated in any of the island's private hospitals.
 - ✓ Take extra precaution for two weeks before flying and during the trip. The Mauritian public health system is not user-friendly. Having said that, Dr Catherine Gaud, the government's advisor on COVID, investigates all cases reported to her. If you are positive and need support, Catherine LeClezio of Mauritius in Quarantine will appeal to Dr Gaud.

BOOKING YOUR HOTEL

16. What costs can we expect?

Until 14 July the MTPA had negotiated prices for (in-room) quarantine hotels: two-star (Rs29 000 per person), three-star (Rs35 000 per person) and four-star (Rs50 000 per person). From 15 July hotels fix their own prices, and therefore you need to shop around to secure a good deal. Note that many fees are per room as opposed to per person, and in many cases, children stay free. Make sure you understand what's on offer.

In-resort quarantine in a "safe" hotel is more expensive because your room is serviced, and you are entitled to use hotel facilities. Note that if the cost is an issue, even if you are fully vaccinated, you may opt for in-room quarantine.

Over and above the quoted stay, all non-Mauritians must pay a surcharge of Rs13 500 for PCR tests and medical expenses; that includes children and babies.

17. What refunds apply?

- Check your hotel's refund policy when doing the booking. We live in uncertain times; a hotel which provides refunds may save you money in the long term.
- If you test positive, you are entitled to a refund for the time not used. Apply for a refund directly with the hotel, but if it is recalcitrant, liaise with the MTPA: arvind@mtpa.mu and jennyfer@mtpa.mu

18. List of “safe” hotels for in-resort quarantine (not final)

- Constance Belle Mare Plage, 5* : <https://www.constancehotels.com/en/>
- Constance Prince Maurice, 5* Luxury : <https://www.constancehotels.com/en/>
- Long Beach Mauritius, 5* : <https://www.longbeachmauritius.com/en>
- Lux Grand Gaube, 5* : <https://www.luxresorts.com/>
- Maradiva Villas Resort and Spa, 5* Luxury : <https://www.maradiva.com/en/>
- Sugar Beach Resort and Spa, 5* : <https://www.sugarbeachresort.com/en>
- Trou aux Biches Resort and Spa, 5* : <https://www.beachcomber-hotels.com/en/>
- Tamarina Golf and Spa, 4* : <https://tamarina.mu/en/> © CL 2021
- Tamassa, 4* : <https://www.tamassaresorts.com/>
- Veranda Pointe aux Biches Resort and Spa, 4* : <https://www.veranda-resorts.com/>
- Victoria Beachcomber Resort and Spa, 4* : <https://www.beachcomber-hotels.com/en/offers/holidayhotel>
- Zilwa Attitude, 4* : <https://hotels-attitude.com/en>
- Tropical Attitude, 3* Superior : <https://hotels-attitude.com/en>
- Les Cocotiers, 2* : <https://www.cocotiers-hotel-mauritius.com/>

19. List of quarantine hotels for in-room quarantine (not final)

- C Mauritius, 4* : <https://www.c-resorts.com/en/c-mauritius/>
- Mauricia Beachcomber, 4* : <https://www.beachcomber-hotels.com/en/offers/quarantine>
- Solana, 4* : <https://southerncrosshotels.mu/>
- Paul & Virginie Hotel and Spa, 4* : <https://www.veranda-resorts.com/>
- Coin de Mire Attitude, 3* : <https://hotels-attitude.com/en>
- Coral Azur, 3* : <http://www.coralazur.com/>
- Le Grand Bleu, 3* : <https://legrandbleuhotel.business.site/>
- Ver anda Palmar Beach Hotel & Spa, 3* : <https://www.veranda-resorts.com/>
- Gold Beach, 2* : <https://goldgroup.mu/>
- Silver Beach, 2* : <http://www.silverbeach.mu/>

20. Hotel reviews

The hotel reviews in the link below are from my personal blog, <https://mymauritiuslife.com>

Many of these hotels were used for quarantine from October 2020 to July 2021:

<https://www.mymauritiuslife.com/category/quarantine-hotel-reviews/>