



Dear Partner,

Greetings from Four Seasons Resort Seychelles!

We are thrilled to once again have been able to open our doors and welcome back our guests and we thank you for your support over the past few months while we have worked towards this re-opening.

In light of the latest guidelines from the local authorities here in Seychelles, I would like to provide full details on the policies and procedures that will apply for both Category 1 and Category 2 guests. As updates do change frequently, we advise all travellers to make sure they are up to date with the latest government regulations when travelling: <https://advisory.seychelles.travel/>

### **Seychelles Pre-Arrival COVID-19 Policies & Requirements**

#### **CATEGORY 1 TRAVELLERS**

Category 1 travellers are required to submit a negative COVID-19 PCR test from an authorized laboratory dating no more than 72 hours from the date of travel, flight and accommodation details along with other required documents through this link: <https://seychelles.govtas.com/>.

Please see the government's full COVID-19 Travel Advisory [here](#) for more information.

#### **FOR GUESTS STAYING 5 NIGHTS OR MORE:**

As per local health regulations, they are required to undergo a PCR test on their 6<sup>th</sup> day with us.

- The test is free of charge and will be conducted at the Anse Royale Medical Center, located just a 15-minutedrive away. Please note that transportation costs will apply and we are happy to assist in arranging this for your clients should this be requested.
- If the test result is negative, guests will be free to continue with their planned holiday in Seychelles and follow terms and conditions outlined as per the Category 1 permitted countries. As per the local health authorities, if travellers have not received any news within 24 hours of the taking the test, they may assume the result is negative.
- If the test result is positive, guests will be required to stay in isolation at the property until cleared by the Public Health Authority. Any costs associated to a required extension to a stay in these circumstances will be at the cost of the guest.
- It is recommended that guests have valid travel insurance with full medical coverage, including COVID-19 related medical care, for the duration of their stay in Seychelles.

## **CATEGORY 2 TRAVELLERS**

Category 2 travellers are required to submit a negative COVID-19 PCR test from an authorized laboratory dating no more than 48 hours from the date of travel, flight and accommodation details along with other required documents through this link: <https://seychelles.govtas.com/>.

Please see the government's full COVID-19 Travel Advisory [here](#) for more information.

- A repeat PCR test will be performed on the 6<sup>th</sup> day. The test is free of charge and will be conducted at the Anse Royale Medical Center, located just a 15-minute drive away. Please note that transportation costs will apply and we are happy to assist in arranging this for your clients should this be requested.
- If the test result is negative, guests will be free to continue with their planned holiday in Seychelles and follow terms and conditions outlined as per the Category 1 permitted countries. As per the local health authorities, if travellers have not received any news within 24 hours of the taking the test, they may assume the result is negative.
- If the test result is positive, they will be required to stay in isolation at the property until cleared by the Public Health Authority. Any costs associated to a required extension to a stay in these circumstances will be at the cost of the guest.
- It is recommended that guests have valid travel insurance with full medical coverage, including COVID-19 related medical care, for the duration of their stay in Seychelles.

### **Our Resort's COVID-19 Measures**

As always, the health and safety of our guests, residents and employees continues to be our top priority as we respond to the evolving COVID-19 situation. Please see below the measures put in place at the Resort in line with Four Seasons global health and safety program, [Lead With Care](#):

- All employees, guests and vendors will have to go under a daily compulsory temperature check.
- Turndown service is on request only.
- Housekeeping service will be done only when guests are away from their villa.
- Employees and guests (age 5 and above) are required to wear masks.
- Guests will be required to wear a mask or face covering when in public indoor spaces on property and when receiving service while in their villa.
- Masks will be placed in a welcome kit upon arrival and are available at any time during their stay.
- All employees will be practising contactless service and physical distancing.
- We encourage all our guests to practice physical distancing.
- Private Bar replenishment will be on request only.
- The restaurants, bars and beach will have designated areas for the safety of all our guests based on Category 1 and Category 2.
- Breakfast and dinner is served in villa and can be ordered through In-Villa Dining.
- Lunch may be enjoyed with a view of Petite Anse at Kannel Restaurant or Kannel Bar.
- A customisable menu may be designed by our team of expert chefs upon request.
- Kids for All Seasons will be available to all junior guests.
- Villa will be collateral-free which means all Resort information and menus can be found on the TV, our website or the Four Seasons App. If guests have not downloaded the Four Seasons App yet, they may do so [here](#).

### **APPLICABLE TO CATEGORY 2 GUESTS ONLY**

- Access to Le Syel Spa, the Fitness Center and the main pool is restricted until a negative repeat PCR test result is received after the 6<sup>th</sup> day. Once a negative PCR test result is received, access to these facilities is permitted.

**Dietary Restrictions**

Due to COVID-19, please note that some supply disruptions are expected to our remote destination over the coming months. As such, should your clients have any specific dietary requirements, please let us know at your earliest convenience as this will allow us the maximum amount of time to source the widest choice of products for them.

**Travel Arrangements and Arrival**

In order to make your clients' arrival smooth, please let us know what time we should expect their arrival.

Once again, thank you for our continued support of Four Seasons Resort Seychelles. We look forward to welcoming your clients for a wonderful stay.

Kind Regards,

Tinaz Wadia  
Senior Director Of Sales