



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.

Mosquitoes

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

Currency

The currency of the country is the Mauritian rupee. 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.

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

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 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.

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) | |
| Mahebourg: | Mondays 09h00 - 16h00 |

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? | Qu 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 |

Arrival and departure at your hotel

Check-in time is 14h00. Should your flight arrive prior to this time 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.

Dress

The atmosphere at the Beachcomber resorts during the day is generally casual. The evening dress code for men is long pants and closed shoes, however, exceptions do apply at the following resorts' main restaurants: Mauricia, Canonnier, Victoria and Shandrani. Here, smarter shorts and open shoes may be worn to the main (buffet) restaurants. Additionally, Trou aux Biches' beach restaurant, La Plage, Paradis' La Ravanne Restaurant, and Royal Palm's Royal Grill evening and dinners at La Plage Restaurant also permit tailored or golf shorts at dinner, along with a collared shirt. Women are requested to observe a smart-casual dress code in the 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.

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.

Infirmary

An infirmary 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.

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 four-star hotel. Please contact either the guest relations desk or the restaurant reservations desk at your hotel to make reservations.

Inter-hotel dining:

Beachcomber's unique offering makes 32 eateries available to guests during their stay – a foodie's dream! Guests at Dinarobin Beachcomber, Paradis Beachcomber and Trou aux Biches Beachcomber may dine at all four of the Beachcomber 4-star properties at no supplement. Our 4-star guests may also dine at any of our 5-star resorts, but at an extra cost. Royal Palm Beachcomber guests are welcome to dine on a complimentary basis at any of the Beachcomber resorts. Guests visiting Royal Palm Beachcomber for dinner will enjoy a gastronomic dining experience at an additional charge.

Did you know?

Beachcomber Tours South Africa clients returning to a Beachcomber property within 18 months of their last holiday – or those returning from their fifth visit – receive an additional 5% discount on the land package portion. This Repeat Guest Offer is combinable with almost all other available specials – request your quote today! Ts&Cs apply.

Information correct at time of updating.

The Art of Beautiful