



COVID -19

We are ready and waiting for you

HEALTH AND HYGIENE:



- We will be enhancing our cleaning protocols per WHO guidelines and Mozambican Health Department regulations, including sanitising surfaces and taking all reasonable precautions.
- We have been running programs to educate our staff on how to manage personal hygiene under Covid-19.
- Staff temperatures will be taken regularly and anyone with a fever will be removed from duty and asked to isolate for 14 days.
- Sanitiser and masks will be made available to all guests and staff.

PRIVATE DINING:



- Dining at Azura has always been a very private experience with tables spread far apart.
- Our 'every day is different' dining philosophy means we naturally vary the locations where guests eat each day, for example on the beach or a private dinner at their villa.
- We will continue this with Covid-19 principles in mind.
- If dining at the main area we will ensure 2m table separation.
- All dining is a la carte (we have never done buffets) and will remain so, with daily personalised menus.
- Our new Peri Peri Beach Club opens up even more possibilities, with private use an option if preferred.

PERSONALISED SERVICE:



- Butler-host service is our norm, with each host usually looking after a maximum of 2 villas. We will allocate a butler-host privately where possible at this time.
- The butler-host will remain the guest's primary point of contact throughout the stay.
- We will be taking extra precautions on isolating staff who serve guests directly from the remainder of our staff community at this time.
- Management will be available by phone, Whatsapp, or through other electronic communication if a guest does not wish to interact with them directly.

INDIVIDUAL VILLAS:



- We have just 20 individual villas with private pools, well spread out along the beach.
- If guests want to just stay in their villa in isolation and have room service they are very welcome to. Their butler-host will bring them everything they need.
- The PV and Villa Amizade can operate as completely self-contained areas if this is desired.
- Our villas are all beachfront with direct access to the ocean.
- Beachfront salas at each villa are the perfect spot for relaxing in isolation.

MAIN AREAS:



- There is plenty of space in our open-air front of house so that we will easily meet all expected social distancing guidelines.

EXPERIENCES:



- We have always believed in tailor making our experiences to be as private as possible which is ideal for social distancing.
- Beach picnics are always set with guests at a significant distance from each other.
- The beach is wide and long which is perfect for walks in isolation.
- We will ensure boats and land rovers are offered privately wherever possible, or with social distancing as required (max 4 per vehicle, 6 per boat).



EMERGENCIES:

- We know that guests want to be reassured of top-level medical care when travelling and we have appropriate measures in place.
- There is an SOS Netcare 911 Private Clinic in nearby Vilanculos.
- We also maintain a 'Dr on Call' Service 24/7 through Satib 24, as well as full emergency medical evacuation cover.