Le Domaine de La Réserve

Le Domaine de L'Orangeraie Resort & Spa

Le Domaine de La Réserve & Le Domaine de L'Orangeraie

Travel Information : COVID-19 Update

Seychelles, March 2020

We are closely monitoring the Seychelles Health Department and World Health Organization's statements regarding COVID-19 cases and following guidelines from these agencies.

Rest assured the wellbeing of our guests and associates remains our highest priority.

In response to changing marketplace conditions, **Le Domaine de La Réserve** and **Le Domaine de L'Orangeraie** are committed to ensuring our customers experience flexibility during these challenging times, while travel remains restricted in many parts of the world, including Seychelles.

We have therefore updated our cancellation policies that supersede our current cancellation ones:

- For guests with **existing reservations for any future arrival date** but who have **not prepaid nor given any deposit for their stay** and who cannot travel due to the international restrictions, we will allow full changes or cancellation without a charge. Please note that any changes to existing reservations will be subject to availability. Clients will be able to travel again up to the **30th June 2021**, using the same rates and specials (if applicable) they booked on. Dates subject to availability according to the season. Festive supplements may apply.
- For guests with **existing reservations for any future arrival date** but who **have prepaid their stay (in part or in full)** and who cannot travel due to the international restrictions, we will allow full changes but **deposits will be used as a credit** for a next stay. Please note that any changes to existing reservations will be subject to availability. Clients will be able to travel again up to the **30th June 2021**, using the same rates and specials (if applicable) they booked on. Dates subject to availability according to the season. Festive supplements may apply.
- **New Reservations :** any individual reservations made - even those described as "non-cancellable" that are booked between today and **June 30, 2020** (also counting as stay date) can be changed or cancelled at no charge, if travel restriction still applies in Seychelles. If payment is given to the hotel(s), deposits to be used as a credit for next stay. Clients will be able to travel again up to the **30th June 2021**, using the same rates and specials (if applicable) they booked on. Dates subject to availability according to the season. Festive supplements may apply.

***Important Information:**

- Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.
- Some exclusions may apply. May exclude periods with special event restrictions or peak seasons. Please refer to individual property for details.
- For group organizer questions on terms and conditions, please contact the hotel.

We have a commitment to hygiene :

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, our both hotels on Praslin and La Digue are working to ensure that they meet the latest guidance on hygiene. Health and safety measures are designed to address a broad spectrum of viruses.

- Our hotel associates receive ongoing briefings and enhanced operating protocols
- We have increased the frequency of cleaning all the hotel areas
- We have increased the deployment of hand sanitizers.

Should you require further assistance or request for rates and availability, please kindly contact the respective properties :

- Le Domaine de L'Orangeraie : Tel : +248 4299 999 / E-mail : reservations@orangeraie.sc
- Le Domaine de La Reserve : Tel : +248 4298 000 / E-mail : resa@lareserve.sc

We will continue to update this page with the latest information regarding booking flexibility. In the meantime we thank you for your kind understanding and cooperation and will look forward to welcome you soon.