

# ANJAJAVY LE LODGE

## COVID-19 PROTOCOLS







Anjajavy le Lodge strives to ensure the well-being and safety of its guests. Hence, we are implementing sanitary measures and designing flexible booking conditions to welcome you in the best possible conditions.

You will find below our Covid-19 protocols.  
We will regularly update the measures according to new regulations.

**All our teams look forward to welcoming you to the little corner of paradise of the Anjajavy peninsula.**



## BEFORE DEPARTURE

- Although it is not mandatory for travellers, it is strongly recommended that you subscribe for a Covid-19 insurance. Please consult your insurance company.
- Before your departure and during your journey, we invite you to get acquainted with the official regulations and recommendations of your country of residence and destination, as well as the countries where you will be in transit, knowing that this information may regularly change.

## ARRIVAL AT THE LODGE

- Guests will have masks and sanitizers at their disposal upon arrival at our property.
- The vehicles we use for transfers are disinfected before and after each use.

## OUR GUESTS

- We recommend that guests follow and respect hygiene practices during their trip and stay at the lodge as a safety measure: social distancing of one meter, wearing a mask, washing their hands regularly or use sanitizer.

## OUR TEAMS

- We regularly train and sensitize our teams to implement barrier gestures and health measures.
- Our on-site nurse team regularly monitors the health of the staff to detect any suspected cases.



## STAY AT THE LODGE

- We daily clean and disinfect our villas.
- Bed linen is replaced between stays.
- Individual sanitizers are available in each villa.
- We respect the rules of hygiene in terms of cleaning and disinfection of common areas and living spaces.
- Our vehicles, boats, bikes and Polaris SSVs are disinfected before and after each use.

## CATERING

- Whether in the restaurant, at the Oasis or during an outdoor dinner on the beach, we respect a distance of 2 meters between the tables.



## BOOKING TERMS AND CONDITIONS

In case of a postponement of your stay due to a Covid scenario of force majeure (closure of the borders of Madagascar or the country of origin), you can postpone the booking without penalties for the next 12 months. The amount you have paid (excluding airfare) will be converted into credit that can be used on a future stay. The price of the postponed stay will be recalculated according to the rates in force on the new dates.

## AIR TRANSFERS

Anjajavy is only accessible by air with three regular flights per week or private flights on demand. Our airline partner Madagascar Trans Air or MTA carries out regular disinfection of planes and hangars.



In addition, MTA ensures compliance with the following regulations :

- Respect for physical distancing and barrier gestures between staff and passengers or between staff and visitors.
- Sanitizers will be used frequently and especially after handling money, objects, materials and contact surfaces.
- Soaps and hot water are available in the bathrooms.
- Masks will be distributed to passengers with Covid-19 symptoms.
- MTA recommends passengers to self-report if they feel sick or have Covid-19 symptoms.
- Airplanes are cleaned and disinfected before and after each flight.

For any further information, please consult the website of our airline partner Madagascar Trans Air : [www.mta.mg](http://www.mta.mg)

## BOARDING PROCEDURES FROM ANTANANARIVO

The boarding no longer takes place at MTA's charter area but at the domestic departures of Ivato Airport :

- MTA will meet the clients at Terminal B of the Ivato Airport (**domestic departures**), 30 or 45 minutes before the scheduled take-off.
- Check-in at the counter (weighing passengers and luggage).
- Obligatory passage at the IFP (Inspection and Filtering Post).
- Passing through the passenger hall.
- Transportation of passengers by MTA vehicle to access the MTA VIP Lounge.
- Boarding at the MTA Parking.

### **LIABILITY DISCLAIMER**

***We decline all responsibility for symptoms and/or a positive test before or during a stay at Anjavy le Lodge.***

***We do not accept guests who test positive.  
In these cases, our cancellation conditions are applied.***

***All costs associated with tests, medical treatment and medical evacuation will be your responsibility and are not included in the cost of your stay.***

***Please check the terms and conditions of your travel insurance before coming.***

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