

*We are*



This is to certify that

*Creole Travel Services*

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is in compliance with the Health and Tourism safety requirements and has been awarded the Safe Tourism Certificate.

DATE OF ISSUE: *11<sup>th</sup> August 2020*



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**Dr Jude Gedeon**  
Public Health Commissioner

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**Mrs Anne Lafortune**  
Principal Secretary Tourism



**PUBLIC HEALTH AUTHORITY  
PUBLIC HEALTH SERVICES**

P. O. Box 52, Seychelles Hospital, Mahé, Republic of Seychelles  
Telephone: 4388016, Fax: 4225131, E-Mail: [Jude.Gedeon@health.gov.sc](mailto:Jude.Gedeon@health.gov.sc)



*Please address all correspondence to the Public Health Commissioner*

**HEALTH CERTIFICATE FOR TOUR OPERATORS/TRAVEL AGENTS**

**Name of Business: Creole Travel Services**

**Address: Orion Mall**

**Contact Person: Mr. Guillaume Albert**

**Contact Number: 2520888/4297000**

**I CERTIFY THAT THE ABOVE NAMED TOUR OPERATOR/TRAVEL AGENT HAS MET THE PUBLIC HEALTH REQUIREMENTS.**

A handwritten signature in blue ink, appearing to read 'G. Albert', written over a dotted line.

**FOR: PUBLIC HEALTH COMMISSIONER**



**Date: 24<sup>th</sup> July 2020**



**PUBLIC HEALTH AUTHORITY  
PUBLIC HEALTH SERVICES**

P. O. Box 52, Seychelles Hospital, Mahé, Republic of Seychelles  
Telephone: 4388016, Fax: 4225131, E-Mail: [Jude.Gedeon@health.gov.sc](mailto:Jude.Gedeon@health.gov.sc)



*Please address all correspondence to the Public Health Commissioner*

**HEALTH CERTIFICATE FOR TOUR OPERATORS/TRAVEL AGENTS**

**Name of Business: Creole Travel Services**

**Address: Grand Anse, Praslin**

**Contact Person: Mr. Christopher Ricky Poris**

**Contact Number: 2514571**

**I CERTIFY THAT THE ABOVE NAMED TOUR OPERATOR/TRAVEL AGENT HAS MET THE PUBLIC HEALTH REQUIREMENTS.**

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*D. Bath*  
**FOR: PUBLIC HEALTH COMMISSIONER**



**Date: 06<sup>th</sup> August 2020**





**PUBLIC HEALTH AUTHORITY  
PUBLIC HEALTH SERVICES**

P. O. Box 52, Seychelles Hospital, Mahé, Republic of Seychelles  
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*Please address all correspondence to the Public Health Commissioner*

**HEALTH CERTIFICATE FOR TOUR OPERATORS/TRAVEL AGENTS**

**Name of Business: Creole Travel Services**

**Address: La Passe, La Digue**

**Contact Person: Mr. Christopher Poris**

**Contact Number: 2514571**

**I CERTIFY THAT THE ABOVE NAMED TOUR OPERATOR/TRAVEL AGENT HAS MET THE PUBLIC HEALTH REQUIREMENTS.**

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**RODNEY PHILO (MR.)  
DIRECTOR PUBLIC HEALTH SERVICES  
FOR: PUBLIC HEALTH COMMISSIONER**



**Date: 20<sup>th</sup> August 2020**



**CREOLE TRAVEL SERVICES**  
**HEALTH & SAFETY MEASURES COVID 19**  
**JULY 2020**

**SERVICE:** Airport Meet & Greet, Welcome Meetings, Excursions & See Offs

## 1. INFRASTRUCTURE

- Provide PPE for employees, ensure queue management & protection screens

## 2. SOCIAL DISTANCING

- Reduce face to face interaction
- Accelerate digital service
- Remove unnecessary touch point
- Reduce contact time
- Promote cash-less transactions

## 3. COMMUNICATIONS

- Communicate local regulations.
- Access medical support, self-isolation measures to be followed

## 1. INFRASTRUCTURE

- Provide PPE for drivers and service providers
- Ensure passengers wear a mask as required by local regulations
  - \* CTS RESERVES THE RIGHT NOT TO BOARD CLIENTS WHO DO NOT COMPLY TO THIS MANDATORY REGULATION
- Drivers to handle clients' luggage with gloves

## 2. HYGIENE MEASURES

- Provision of hand sanitizers in vehicles for all occupants (Private cars/Coaches).
- Ensure proper ventilation in the vehicle at all times
- Increase cleaning requirement for all common areas that passengers may touch
- Full daily cleaning of vehicles with disinfectant and maintaining records
- Provision of disposable bags

## 3. SOCIAL DISTANCING

- Queue management (spacing)
- Increase private transfer options

## 1. PERSONAL PROTECTIVE EQUIPMENT

- Guests are to provide their own masks & snorkeling equipment
- Guides & drivers to be supplied with PPE

## 2. HYGIENE MEASURES

- Disinfection of shared equipment
- Increase cleaning routine on boats & vehicles
- Provision of sanitizer
- Food and drinks to be provided in line with local regulations

## 3. SOCIAL DISTANCING

- Reduce capacities as required
- Remove unnecessary touch points

## 4. PRODUCT REVIEW

- Only sell products that comply with COVID-19 regulations
- Promote more outdoor activities

## 5. SAFETY BRIEFING/COMMUNICATIONS

- Update procedures to include the “New Normal”.
- Display self explanatory posters highlighting the do’s and don’ts (hand washing, sanitizing, wearing of masks, disposal of used items etc.)



## 1. HYGIENE MEASURES

- Regular disinfection of all workstations
- Increased cleaning routines
- Provision of hand sanitizers in common areas

## 2. PERSONAL PROTECTIVE EQUIPMENT

- Masks will be provided to all employees to be worn when social distancing is not possible

## 3. SOCIAL DISTANCING

- Work stations to maintain distancing as required by the Public Health Authorities
- Signage throughout all offices

## 4. TRAINING

- Ensure all staff have undergone Coronavirus awareness training by Heads of Departments
- Educate staff on IPC (Infection Prevention Control) measures implemented by the organization
- Conduct refresher courses on personal hygiene when sneezing, coughing & proper hand washing practices

## 1. CLIENTS

- Immediately report to the Destination Specialist or Guide any symptoms such as fever or respiratory problems
- Advise the hotel management and self isolate in the hotel room
- Await further instructions as per the Public Health Authorities after assessment of the clients' status
- Provide moral support in cases of quarantine or medical treatment
- Assist Public Health Authorities in contact tracing when required

## 2. EMPLOYEES

- Report symptoms by calling 141 and stay home. Follow directives from the Public Health Authorities.
- Staff showing symptoms at work to be immediately isolated. Advise the Public Health Authorities.
- Disinfect all surfaces that may have been contaminated with recommended disinfectants
- Cleaning material to be properly discarded as per regulations for infectious waste
- Management to ensure PPE to be worn whilst disinfecting exposed areas