

CRYSTALS
Beach Resort Belle Mare
MEMBER OF
RADISSON
Individuals.

Information For You

Welcome

Dear Guests,

Welcome to the Crystals Beach Resort Belle Mare, a member of Radisson Individuals. On behalf of our entire team, I would like to thank you for having chosen our hotel amongst the many hotels in the Country.

On the following pages, we have put together the most important information about the hotel and the surrounding area.

My team and I guarantee you'll be satisfied. It is our promise that you will be happy with your stay.

If you are not satisfied with something please contact one of our staff or myself directly through the One Touch Service button on your phone or at info.mru@radissonindividuals.com during your stay.

We'll make it right or you won't pay. It's guaranteed.

We wish you an enjoyable stay with us.

Best Regards

Ivan Catherine

Cluster General Manager



General Information

Air Conditioning

All rooms are equipped with air conditioning facilities. A wall-mounted AC panel remote control allows you to adjust settings like temperature, mode (cool, heat, fan, dry), and fan speed. It's a convenient way to control your air conditioner remotely.

Animals

In order to preserve our environment and maintain hygienic conditions within the hotel, we request you not to feed any animals. Domestic animals are not allowed in the hotel compound.

Banking

The most popular Bank in Mauritius is MCB (Mauritius Commercial Bank) which is a private bank. The nearest branch to our resort is located at Centre de Flacq, 15 minutes away from Crystals Beach Resort Belle Mare.

Beach Towels

Beach towels are available at the Towel Cabana upon presentation of towel card.

Car rental

You have the possibility to hire a car at the hotel. Please contact Guest Relations on extension "0" for this service.

Check-In

Check in time is **3 p.m.** If you need to check in earlier, a pre-booking rate will be applicable. Please contact Reservation on resa.mru@radissonindividuals.com or Reception for any assistance.

Check Out

Check-out time is at **12.00 p.m** unless you have made necessary arrangements to extend to late check-out with resort management (supplement charge will apply).

Cheques

We regret to say that personal cheques are not accepted on the resort.

General Information

Credit Cards

All major credit cards are accepted in our resort: Visa / Master / Amex / Diners.

Coral & Sea Shells

Removing or damaging coral and sea shells is forbidden by the Tourism law and hence we request all our guests to respect our marine environment. Exporting of any corals or sea shells from Mauritius is forbidden and we urge you to refrain from taking any to the airport when you depart as they will be confiscated by the local officials.

Currency Exchange

A Currency Exchange service is available at the **Reception desk**. The exchange rates are based on those issued by the Bank of Mauritius daily.

Cyclone

Due to the geographic location of Mauritius, the island is subject to a cyclone season between October and April. During cyclonic conditions, guests are regularly kept informed of the meteorological situation and the precautions to be taken.

Dietary Requirements

Please let us know if you have any dietary requirements or restrictions, such as intolerance to gluten, nuts, or shellfish. Our team of Chefs will be happy to arrange special meals that are tailored to your specific needs. Please call Guest Relations on Extension "0" should you require any assistance.

Doctor Assistance

Arrangements with an on-call doctor's service can be made for you. **Please dial "0" for assistance.**

Do not disturb

Please use the Do not Disturb card and hang it outside your door knob should you wish for privacy.

Dress Code

The dress code for dinner in our Restaurants is smart casual. We recommend you to wear trousers and shirts during dinner time.

Drinking-Water

Your room has been provided with complimentary house bottled mineral water that will be replenished daily during your stay.

Electricity

The power points in your room have a 220-volt electrical charge, except for the electric shaver power point in the bathroom that has a 110 volt as well as a 220-volt connection option.

General Information

Environment

Being an active member of Earth Check Program, we consciously make efforts to conserve the environment in small ways, for example re-using of room towels and bed linen. Please help us to conserve our environment.

First Aid

Your well-being is our priority. For any medical needs, our nurse's room is conveniently located next to the Kids Club, open from 11:00 a.m. to 8:00 p.m., six days a week. Dial **"0"** for assistance.

Fitness Centre

The resort's Fitness Centre is located at the spa and features a fully equipped gym. The center is open daily, from 06:00 to 20:00.

Housekeeping

Available throughout your stay to assist in any possible way - pillows, iron and ironing board, toiletries, nothing is too much trouble. Dial **"0"** for assistance.

Internet FREE INTERNET

Wi-Fi service is available in your room and at all public areas on the resort free of charge. Kindly contact Guest Relations on Extension "2" for further information.

In-Room Dining

In-room dining service is available on 24 hours during your stay. Please dial "0" to place your order. An In-Room Dining Menu is found in the section "Dining" of this directory.

Insects

Being in a tropical county, you may encounter some insects during your stay. Rest assured, their presence is not a sign of poor housekeeping and insects are not dangerous. They are present and make part of the natural fauna and flora of the Island. For your information, the Gecko lizard is a preserved species on the Island. Insect repellent devices are available at Housekeeping and mosquito sprays are available at the shop. Please call Housekeeping for any assistance.

General Information

Key

We recommend you to keep your keycard in your possession at all times. Your keycard will automatically deactivate on your departure day at 12:00. We invite you to call at the reception desk should you wish to re-activate your card on your departure day.



Laundry

The resort has a modern and well-equipped laundry. Please refer to the laundry list in your wardrobe for the range and prices of services provided. Please contact Housekeeping should you require any assistance.

Lost property

In the event of any lost or misplaced personal belongings, please call the Front Desk Team on extension "0" and provide us with a detailed description of the missing item and where you last saw it or think you might have misplaced it. Every effort will be made to locate the item and return it back to you.

Leisure and Excursion

For any activity or excursion, please contact the Guest Relations on Extension "0"

Luggage Services

A 24-hour baggage service is available and our trained bellboys are on standby to anticipate your needs. Please call the reception should you require this service. On departure our bellboys will collect your luggage from your room.

Mini-bar

La Boutik – Minibar Shop is open daily from 8:00 a.m. to 10:00 p.m., La Boutik offers a hassle-free "grab & go" experience for our guests. Located next to Icery Bar, it allows you to effortlessly restock your minibar or pick up your favorite treats at any time of the day..

Postal service

Postcards and Stamps may be purchased from the Boutique near the Reception Desk. Guest relations will be glad to assist in posting these for you. Incoming messages or packages will be delivered to your room.

Please call Guest Relations on Extension "0" should you require any assistance.

General Information

Pressing

Pressing service is available from 08h00 to 20h00. Please contact the housekeeping on extension "0" for assistance.

Reservations

Our Reservation team is available for any assistance that you may require in terms of making an advance booking for your family or friends and for your next stay. The Reservation email address is resa.mru@radissonindividuals.com

Restaurants bookings

Please contact the restaurant staff for assistance, or visit Le Ferney Restaurant to make your reservations.

Safe

For your convenience, we have an electronic safe placed in your room that can be used to keep your valuables. Please note the resort will not be responsible for any items of value that are not secured safely. To use safe, please follow the instructions below :

Shop

The resort has a Boutique located near the reception, open daily from 08h00 to 20h00. The Boutique has a lavish selection of local handicrafts, international fashion collection and a selection of toiletries, sunscreens, snacks and hygiene products.

Snorkeling

You have the possibility to do snorkeling in our crystal-clear lagoon where the marine life is still unspoiled.

We advise you not to touch any marine creatures or to bring any corals or sea shells back with you. We also strongly recommend that you swim within the swimming zone, area which is surrounded by buoys.

Sun Care

Sun rays can be very harmful to unprotected skin. We therefore advise you to use Sun lotion with at least a 30+ protection. A wide range of sun lotions is available at our Boutique.

General Information

Taxi

For your comfort and convenience, taxis are available for transfers and excursions. Please contact the Taxi Desk for bookings, rates, or further assistance.

Telephone

A telephone is situated in your room. Please refer to the Telephone Services section of this compendium for a list of international dialing codes and call charges. All calls will be charged to your master bill.

Television

Please call Guest Relations on Extension "0" if you experience any difficulties operating the system.

Wake Up Calls

Please contact the Reception Desk on extension "0" to place your wake-up call.



Telephone Services

We want to make your stay with us as enjoyable and trouble free as possible. Please find enclosed some useful information including useful telephone numbers. For any further information please contact Guest Relations.

Useful Telephone Numbers

Airlines Offices

Air Mauritius	207 7070
Emirates Airlines	204 7700
Air France	202 6747
British Airways	202 8000
South African Airways	202 6737
Air Austral	202 8050
Condor	202 3042
Sir Seewoosagur Ramgoolam International Airport	603 3030

Banks

ABSA Bank (Flacq)	402 1000
HSBC (Flacq)	413 7200
Banque des Mascareignes (Flacq)	413 5504
Mauritius Commercial Bank (Flacq)	413 1445
State Bank of Mauritius (Flacq)	207 0111

Hospital

Clinic du Nord	257 2532
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Telephone Services

This section includes a list of important numbers in the Resort to assist you in enjoying your holiday. We have also included the International dialing codes and time differences for your reference and the instructions on use of the telephone services.

We want to make all of your requests as simple and convenient as possible for YOU!

If you require any assistance with telephone services from your room, please contact the Reception on extension "0".

DEPARTMENT

EXTENSION

Reception	0
Guest Relations	0
Room Service	0
Housekeeping	0

International Dialing Codes and Time Differences

Country	Country Code	Time difference	Country	Country Code	Time difference
Argentina	54	+8- 9 hrs.	Morocco	212	-4 hrs.
Australia	61	+3- 5 hrs.	Malaysia	60	+3 hrs.
Austria	43	-3 hrs.	Nepal	977	+0.75 hrs.
Azerbaijan	994	same	Netherlands	31	-3 hrs.
Bangladesh	880	+1 hr.	New Zealand	64	-7 hrs.
Belgium	32	-3 hrs.	Norway	47	-3 hrs.
Brazil	55	-9- 7 hrs.	Oman	968	-1 hr.
Bulgaria	359	-2 hrs.	Philippines	63	+3 hrs.
Canada	1	-12- 7 hrs.	Poland	48	-3 hrs.
China	86	+3 hrs.	Portugal	351	-4- 5 hrs.
Cyprus	357	-2 hrs.	Qatar	974	-2 hrs.
Czech Republic	420	-3 hrs.	Romania	40	-2 hrs.
Denmark	45	-3 hrs.	Russia	7	+8- 1 hr.
Egypt	20	-2 hrs.	Saudi Arabia	966	-2 hrs.
Finland	358	-2 hrs.	Singapore	65	+3 hrs.
France	33	-3- 2 hrs.	Slovenia	386	-3 hrs.
Germany	49	-3- 2 hrs.	South Africa	27	-3 hrs.
Greece	30	-2 hrs.	South Korea	82	+4 hrs.
Hong Kong	852	+3 hrs.	Spain	34	-3- 4 hrs.
Hungary	36	-3 hrs.	Sri Lanka	94	+0.5 hr.
India	91	+0.5- 1 hr.	Sweden	46	-3 hrs.
Italy	39	-2- 3 hrs.	Switzerland	41	-3 hrs.
Ireland	353	-4 hrs.	Taiwan	886	+3 hrs.
Israel	972	-2 hrs.	Thailand	66	+2- 3 hrs.
Japan	81	+4 hrs.	Turkey	90	-2 hrs.
Jordan	962	-2 hrs.	UAE	971	-1 hr.
Kuwait	965	-2 hrs.	UK	44	-3- 4 hrs.
Lebanon	961	-2 hrs.	Ukraine	380	-2 hrs.
Mexico	52	-10-12 hrs.	USA	1	-9- 12 hrs.

Telephone Services

Call Charges

All local calls are charged at 10 rupees per minute

All overseas calls are charged at 75 rupees per minute

Dialing Instructions

To call another room

- Lift the receiver and dial the room number directly

E.g. room 5101 — Dial 5101

E.g. room 3206 — Dial 3206

To make a local call

- lift the receiver and dial 9 followed by the telephone number

To make an international call, dial the following sequence

- 9 for outside line
- 020 for IDD code
- Country code
- Area code
- Telephone number



Laundry Service

For Laundry service please contact our Front Desk.

Regular Service

If we receive your laundry until 09:00 a.m, it will be returned the same day before 06:00 p.m

Express Laundry from Monday to Sunday

Express service is offered between 08:00 a.m to 08:00 p.m and your cleaned items will be returned within 3 hours. During the same time we also offer pressing service. Express service for dry cleaning is not possible.

Dry Cleaning from Monday to Friday

If we receive your laundry before 09:00 a.m, it will return the next day.

Please complete and sign the list and place it in the laundry bag. In case of discrepancies you will be notified at once.

All claims related to lost or damaged items after laundry service must be reported within 24 hours of receiving your items. The claim must be submitted along with the laundry list specifying the affected items.

Liability Limit:

Our maximum liability for any loss or damage is limited to the cost of the affected item. Please report any issues promptly to ensure proper handling. For assistance, contact the front desk.



Shopping

Central Des Flacq

Flacq Market is the largest outdoor market in Mauritius. Located in Central Flacq in the northeast of the island, the market is an authentic slice of Mauritian life. Locals shop for fresh produce with stallholders shouting out their prices and trying to vie for your attention. You can smell freshly-cooked street food and browse stalls offering souvenirs and clothing.

Wednesdays and Sundays are the best days to visit, as all the stalls are open and you can make the most of the street food scene.

How to get there:

The hotel is roughly 4.4 miles (7.07 km) away from the Flacq market, with taxis conveniently available at the hotel.

Super U

In Super U Hypermarket, which is located in Flacq, a self-caterer gets almost everything he can imagine. Baguette, jam, chocolate, mixed pickles, Indian masala — there is nothing you cannot find here. Super U has also a wide choice of Fresh foods like cheese, meat and fish, vegetables and fruits. Not only ingredients of a decent meal can be bought in the big supermarket, but also things like souvenirs, snorkeling equipment, clothes, shoes, books, magazines and newspapers.

Opposite to the checkout counter you can find various recommendable shops: 'Bluesteel', 'Roxy', 'IV Play', 'Red Snapper' are clothing stores for the younger people. 'Une histoire d'amour' provides lovely lingerie. Beach-wear can be found at the same-named shop. Even a pharmacy is to be found.

'Food City' will provide you with a big variety of fast food like 'KFC', 'Pizza Hut', 'local fast food' and 'Debonairs Pizza'. If you are looking for something sweet some cafes and an ice cream parlor are also on spot.

Opening hours of Super U:

Monday to Thursday: 9 a.m. - 8.30 p.m.

Friday and Saturday: 9 a.m. - 9.30 p.m.

Sunday and Public Holidays: 9 a.m. - 1.30 p.m.

How to get there:

The Super You is located within the Flacq market area, approximately 4.4 miles (7.07 km) from the hotel. Taxis are readily available at the Crystals Beach Resort Belle Mare and can take you directly to the Super U in Flacq.

Shopping

Belle Mare: The Jewel of Mauritius

Belle Mare offers a delightful shopping experience for visitors, with its vibrant markets and boutique shops showcasing a wide range of local goods and souvenirs. From handmade crafts and artwork to colorful textiles and unique jewelry, there is something for everyone to take home as a special reminder of their time in Mauritius. The bustling atmosphere and friendly vendors add to the charm of the shopping scene, making it a must-visit destination for those looking to immerse themselves in the local culture and find treasures to cherish.

How to get there:

The village is situated about 3 minutes by car (1.07 km) from the hotel. Taxis are easily accessible at the Crystal Beach Hotel and can transport you directly to Belle Mare village, or you can enjoy a 30-minute walk along the beach.

Tribeca Mall

A carefully selected collection of international and local brands defines the experience of Tribeca Mall. With over 200 stores, restaurants and experiential amenities, the mall is the place for sharing quality time with friends and family while enjoying the latest and best in retail, fashion, dining, entertainment, fitness and leisure. With an anchor hypermarket, shoppers will experience great convenience, choice and an unrivalled quality of products.

With cafés, bars, fast food and fine dining, Tribeca Mall offers a collection of exciting outlets to suit every mood and taste. To inspire discovery, there will be a broad selection of global cuisines, and guests can choose to sit inside or al fresco on the landscaped terraces and patios around the central piazza

Opening hours of Tribeca Mall:

Monday to Thursday: 9:30 a.m. – 09:00 p.m.

Friday and Saturday: 9:30 a.m. – 10:00 p.m.

Sunday and Public Holidays: 9:30 a.m. – 05:00 p.m.

How to get there:

The Mall is situated about 50 minutes by car (39.3 km) from the hotel. Taxis are easily accessible at the Crystals Beach Resort Belle Mare and can transport you directly to Tribeca Mall.

Shopping

Quatre Bornes

Located beside the harbour, Le Caudan Waterfront is a shopping, dining and culture destination in Port Louis. Its shop-lined walkway is topped with colourful umbrellas, leading you to local boutiques selling everything from stationary to clothing. When you've worked up an appetite, you'll find plenty of delicious bites at the food court, refreshments at the laid-back cafés and international cuisine in the restaurants.

Le Caudan Waterfront

Le Caudan Waterfront is recognised as a cultural destination in Port Louis. The Caudan Arts Centre regularly hosts Mauritian artists and international theatre productions. Another must-visit is L'Allée des Artistes (The Artists Corner), where artists showcase their talent alongside performers and musicians. Moviegoers can catch the latest screenings at the cinema complex, while the Blue Penny Museum is a great place to learn about the history of Mauritius and its rare blue penny stamps.

Opening hours of Caudan Mall:

Monday to Saturday: 9:30 a.m. – 05:30 p.m.

Sunday and Public Holidays: 9:30 a.m. – 02:00 p.m.

How to get there:

The distance between Crystal Beach Resort Belle Mare to Port Louis is approximately 50 kilometers and the drive takes about 45 minutes. Taxis are easily accessible at the Crystals Beach Hotel and can transport you directly.



Recreation & Excursions

The resort offers a wide variety of water sports activities as mentioned below: No bookings needed, first come first serve.

- Glass Bottom
- Kayak
- **standing paddle board**

All above activities are free except for scuba diving which requires a supplement. Kindly contact the boat house kiosk, or the Guest Relations counter for bookings.

Moreover, the hotel offers a selection of highly popular half and full-day excursions, such as the local island discovery tour. All excursions are subject to weather conditions and must be reserved in advance via Guest Relation.

Snorkeling

Experience the breathtaking underwater scenery that Mauritius is known for. Take the plunge and discover the plentiful marine species and striking coral reefs. Prior scuba diving experience is not required to enjoy the wonders beneath the surface, with an extra cost of MUR 750 per person.

Flacq Market

Flacq is one of the most important villages in Mauritius.

This meeting point for inhabitants of the East boasts the country's largest open-air market.

The extremely colorful market attracts a large number of people.

Ile aux Cerfs

Ile aux Cerfs is a paradise for water sports and has the most beautiful beach in Mauritius. You cannot afford to miss this tiny island, delicately poised on the ocean, a real pearl in the Mauritian landscape.

Ile aux Aigrettes

Owing to the remarkable work accomplished by the Mauritius Wildlife Fund, the island has become an international standard for the protection of natural resources and endangered species. A few of the world's rarest birds, including the kestrel, can be seen there. You can also discover the extremely rare Pink Pigeon, the Green Gecko *Phelsuma* and the Aldabra giant tortoise.

Dutch Ruins

At Vieux Grand Port, the oldest settlements in Mauritius, you can see the ruins of the first Dutch fortifications. Excavation work is underway in a bid to uncover an important part of Mauritian history.

Grand Bay

Grand Bay was the first area of the island to fully experience the tourist boom. A shopping and leisure paradise, Grand Bay also happens to be the area where Mauritians head for when they want a fun-filled night out (restaurants, bars and discos).

Sagar Shiv temple at Poste de Flacq

Sagar Shiv Mandir is a Hindu temple sitting on the island of Goyave de Chine, Poste de Flacq, Mauritius. Sagar Shiv Mandir is on the eastern part of Mauritius. It is a place of worship for Hindus settled in Mauritius and it is also visited by tourists. It is one of the Top 3 Hindu temples to see on the island. It is surrounded by the lagoon and the mangroves that give to the place a mystical aspect. It hosts a 108 feet height bronze colored statue of Shiva.

L'Aventure du Sucre

Visit an interactive and ultra-modern exhibition situated at the heart of an ancient sugar mill and discover the fascinating history of Mauritius and its sugarcane adventure exposed over 5000 sq. meters! Then, let yourself be tempted by our tropical boutique with its unique gifts, souvenirs and tasting of special unrefined sugars as well as local rum. Do not miss the opportunity to relish authentic Mauritian cuisine with refined flavors at our restaurant "Le Fangourin".

Port Louis

Central Market

The picturesque Port-Louis central market continues to be a meeting point for Mauritians looking for a «cari» (curry) or «dithé» (tea). Here you will find all the ingredients that help to create the charm of Mauritius: local crafts, vegetables, famous «dholl pourris» as well as herbal tea sellers; built in 1844.

China Town

Enjoy a picturesque and affordable visit to Port-Louis' Chinatown. The sellers of boiled «chow mein» and fish balls form part of the picturesque scene in an area where you can find almost anything at an affordable price.



Security & Safety

At Crystals Beach Hotel, a member of Radisson Individuals, safety always comes first. Since this is our top priority, we thank you in advance for taking a moment to read these guidelines and take necessary precautions in case of an emergency.

Smoke detectors are positioned in your room, please familiarize yourself with their location. An evacuation floor plan is situated at the back of your door.

If you discover a Fire

If you discover a fire try not to panic and do not attempt to extinguish the fire unless you are comfortable doing so. Regardless of the fire size, raise the alarm by calling the Emergency button on your telephone and give accurate details of the fire location to the operator.

In case of Fire Evacuation

If you hear the fire alarm please vacate your room in a calm and orderly manner (do not stop to bring your belongings) and proceed to the fire evacuation assembly point immediately. This is indicated on the Emergency Evacuation Map on the back of your room door.

If you are in close proximity to the fire, move away from the fire and smoke. Close the doors and windows if time permits as you leave your room. On your way out warn others nearby and go to the designated assembly point. Do not enter the room until you have been instructed to by the Management Team.

In case of Tsunami Warning

Each team member will have an assignment.

In the event of a Tsunami warning evacuation; upon hearing the alarm, all guests should proceed to their accommodation room, collect warm clothing and any medication they are prescribed.

Guests should then calmly make their way to the assembly point and wait for further instructions from staff. Staff will be available at points around the resort to assist and give direction.

Staff will be available to make you feel comfortable and are fully trained in the emergency evacuation procedures.

In any case of a real emergency situation, the most important thing to remember is to stay calm, we are here to help and assist you in the unlikely event of an emergency.