

Hotel Classification System in Mauritius

1. Background

A Hotel Classification System is applicable in Mauritius, with the promulgation of the Tourism Authority (Hotel Classification) Regulations 2015. The Tourism Authority is the implementing agency.

A Star Rating Committee, under the aegis of the Tourism Authority, has been set up for this purpose comprising tourism industry professionals from both the public and private sectors.

2. Role and Functions of the Star Rating Committee

- Assess hotels holding a Hotel Certificate in view of their star rating;
- Examine recommendations by the Technical Evaluation Team made after proper editing of applications;
- Award Star Rating Certificates;
- Consider recommendations made by the parent Ministry in case of appeals; and
- Renew Star Rating Certificates as appropriate

3. Star Categories

Hotels having a valid Hotel Certificate are classified as follows:

- i. Two Star
- ii. Three Star
- iii. Three Star Superior
- iv. Four Star
- v. Four Star Superior
- vi. Five Star
- vii. Five Star Luxury

4. Criteria for Assessment

A set of detailed criteria is grouped under 27 sections used for assessment based on Customer Expectations.

5. Ancillary Services

Ancillary services and amenities in a hotel are also considered in the assessment exercise.

Each Star Category of hotels should have the following:

- a. Two Star hotels should have at least one ancillary service.
- b. Three Star hotels should have at least three ancillary services.
- c. Four and Five hotels should have all ancillary services.

6. Exemptions of Sections

- a. Inland hotels are exempted from 'boathouse' and 'gardens sections'.
- b. 'Adults Only' hotels are exempted from the 'children friendly' section.
- c. 'Communication and business facilities' section is not mandatory for beach hotels. However, if available, it should comply with the established criteria.

7. Appeal Mechanism

In case of dissatisfaction, a hotel may appeal against the Star Rating Committee decision under Section 120 of the Tourism Authority Act.

Further details may be accessed on the website of the Tourism Authority on <http://www.tourismauthority.mu/en/>.