Les Assises du Tourisme
Tourist Experience
2 June 2017
Les Assises du Tourisme

Business Facilitation

Safety and Security

Cleanliness
CERTAINTY

TRANSPARENCY
Business Facilitation

1. Omnibus Permits
   - Tourist Accommodation Certificate – Hotels, Guest House, Tourist Residence and Domaine
   - Boat House
   - Rental Agency for Surfing – Kite Surf and Wind Surf
   - Commercial Pleasure Crafts
   - Renewal period from one to three years

2. Tourism Online Platform: online application, processing, tracking, payment and issue of licence

https://ta.govmu.org
2 mois plus tard
2 mois plus tard
2 mois plus tard

J’attends toujours ma licence...
Tourism Online Platform (TOP)
Welcome to the Tourism Online Platform (TOP).

- If you are a new user and wish to apply for a licence or certificate, please sign up to create your online account.
- If you are an existing user, please log on to your account.
- If you have forgotten your password, request for a new password.

Tel. (+230) 203 1000
Fax. (+230) 213 1738
Hotline: 8910
Email: tourism.authority@intnet.mu/
contactadmin@tourismauthority.mu
Acting: *
- For Self
- As Agent

Type of Licence or Certificate initially required *
Pleasure Craft Licence (private purposes)

Please Choose Your Entity Type *
- An individual

Login email address

Business Registration Number (Applicant)
Have you ever been refused a Licence/Certificate by the Tourism Authority?: No

Applicant Contact Details:

<table>
<thead>
<tr>
<th>Type</th>
<th>Number/Address</th>
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<tr>
<td>Landline</td>
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<tr>
<td>Email</td>
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Locality: Riviere du Rempart

Post Code: 
82100 
Avenue des Bleus
Application Form

Submitted by superuser on Tue, 11/29/2016 - 14:36

Final Declaration

- Type of Licence/Certificate *
  - Canvasser Permit
  - Pleasure Craft Licence (private purposes)
  - Skipper's Licence
  - Tourist Accommodation Certificate (TAC)
  - Beach Hawker
  - Pleasure Craft Licence (commercial purposes)
  - Tourist Enterprise Licence (TEL)

- Type of Pleasure Craft Transaction
  - New/First Online Renewal
  - Reissue
  - Renewal
  - Variation
  - Change of ownership
  - Replacement of craft
  - Duplicate Licence
  - Survey

Note: If you are already holder of a Private Pleasure Craft Licence, you cannot apply for a second one.

Is this a new application or the first time online renewal of an existing licence or certificate? *

- New
- First Online Renewal
Your application has been approved. Please proceed for payment.
Traveller Frustrations and Expectations

**Travellers’ Frustrations**

- Going through security, passport control & Customs: 47%
- Over 50s - going through customs or passport control: 51%
- Time to research options: 47%
- Not knowing where the best local restaurants, bars & venues are: 51%
- Lack of good quality advice: 47%
- Not having access to home music, video & data: 51%

**Travellers’ Expectations**

- Automated identity
- Intelligent tickets
- Intelligent recommendations
- Augmented reality
- Payment with memory
- Cloud computing
Business Facilitation

Issues: Airport and Port

- Waiting time for non citizens at Counter - closed counters at peak time
- No consistency in the number of days given for visa - not always linked to departure date
- Lack of adequate signage at the airport
- Lack of assistance - information counters, conveyor belts, no ATOL agents in the Arrival Hall
- No standard procedures for entry of pets of tourists
Business Facilitation

Proposals: Airport and Port

- Training in Customer Service Experience, Communication Skills, basic training in foreign language – **Hospitality** Approach Perspective

- ATOL agents near conveyor belts and in Arrival Hall

- Proper signage to guide tourists and scrolling display to welcome in foreign languages

- Standard one month visa – can this be envisaged?

- Quarantine procedures for pets to be reviewed
Business Facilitation

Proposals:

● Interactive kiosk at Airport MTPA counter to allow a tourist to verify the list of operators licensed by the Tourism Authority, tour operator, hotels, guest house, tourist residence, pleasure crafts, etc.

● Big Data Analysis - To build a database of travellers based on information gathered from Embarkation Card, PIO/PMO. To amend the card to request the authorisation to share information.
Business Facilitation

Issues: Human Resources

- Scarcity of trained and experienced HR for certain profiles - top management, security, Chefs for specialized cuisine, ...
- No standard time frame to provide views for occupation permit in non scarce areas
- Time to obtain a Certificate of Character - from one to 9 months
- Time to obtain a Food Handler's Certificate
Business Facilitation

Issues: Human Resources

- Open to foreign labour within defined boundaries:
  - Define a list of occupations open for foreign labour (beyond the scarcity list) and number to be allowed per hotel
  - Increase the threshold for occupation permit in the tourist sector from Rs 60,000 to Rs 125,000
  - More flexibility for hotels having their regional headquarters in Mauritius
  - Specific time frame to submit views from Ministry of Tourism

- Certificate of Character - different queues: for all clean records, certificate to be issued on the spot (the Crime Records System) - no signature required

- To outsource training for Food Handler’s Certificate under supervision of Ministry of Health
Business Facilitation

Issues: Regulatory Framework

- Too many permits, interactions with regulatory bodies and clearance from other authorities – no Order in Flow.
- No standard service level in Guest House and Tourist Residence
- CEB Tariffs – rate for hotels and TV licence fees
Business Facilitation

Proposals: Regulatory Framework

- Review the Tourism Authority Act
- Non hotel accommodation classification system
- To work on TV licence fees per range of rooms (v/s Rs 150 per room)
Research says that...

18% have booked or researched flights on mobile devices

23% have booked restaurants via smartphones

26% have read travellers review on their mobile devices

29% have booked or researched accommodations via smartphone
Innovation in travel ......

...... because "Travel" means "Passion"!
Proposals

- Online taxi booking system - applications for taxi based at hotels

- Mobile Apps for Tourist: Complaints, Experience, Suggestions, Comments, Feedback...
Les Assises du Tourisme
Safety and Security
FACTS:

- Tourists should travel safely, knowing their rights as consumers.
- A satisfied visitor takes home a good memory of the trip — and a good image of the destination.
- Foreign visitors are more vulnerable to fraud, non-compliance and abuse than residents.

MAURITIUS remains one of the safest destination for tourists but ...

- Some cases of larceny and security incidents
- Police du Tourisme Unit
### Facts and figures

Statistics on theft involving tourists

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<th>MONTH</th>
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Facts and figures

Statistics on theft involving tourists

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Safety and Security on land

Proposals:

- Reinforcement of Police du Tourisme
- A hotline number for tourists to register complaints
- Tourist Victim Support
- Fast track for larceny
- Night Court
Safety and Security on land

Review of Policing Strategy:
Wearing of identification badges

Legal amendments:
To review rights to entry of enforcement officers
To allow for suspension of licences after contraventions
To include provisions for seizure related to illegal operators
Safety and Security on land

Sensitization campaigns

- To intensify security awareness campaigns in collaboration with other relevant agencies.
- To place Informational Panels in different languages on safety hazards, Do's and Don'ts, etc. and on services offered where deemed necessary.
- To include security tips and emergency numbers on the Mobile Apps.
- To place pamphlets in rooms depicting simple actions to ensure personal safety.
- To organize simulations of Emergency/Disaster/Evacuation Plan with hotel management at least once per year.
Safety and Security on land

Enhancement of physical security in tourist accommodation and tourist attraction sites

- Security Personnel
- Remuneration order to be reviewed
- Physical conditions of personnel
- Working space-Monitoring/Control Room
Safety and Security on land (cont.)

Enhancement of physical security in tourist accommodation and tourist attraction sites

Quality of CCTV camera to be reviewed
• Should have a minimum number of cameras depending on the size, perimeter, number of rooms)
• Should be of high definition
• Should be replaced every 5 years

Access to dark spots
• Use of invisible beam barriers and motion cameras
• Security assessment for Tourist Residences and Guest Houses of more than 5 rooms prior to installation of security measures
Safety and Security at sea
Safety and Security at sea

Issues: Seaworthiness of Pleasure Craft

- Operators are not ready to accept the ISO /CE standards built craft
- Decrease in carrying capacity has a negative impact on turnover
- Surveys done only in afloat conditions - inconvenient to operators who keep the craft on trailers
- Prices of outboard motors are high
- Personal Floatation Devices are expensive
Safety and Security at sea

Proposals: Seaworthiness of Pleasure Craft

- Loan incentives for pleasure craft operators replacing their craft with an ISO /CE one and when purchasing engines
- Boat builders to be given a tax credit to offset cost of ISO/CE Certification
- Introduction of waist and wrist type PFD, mandatory for skippers and crew
- To subsidize the costs of safety equipment especially PFDs
Safety and Security at sea

Issues: Skipper Competence

- Skippers prior to September 2016 are not up to date with amended syllabus for 12 nautical miles
- Skippers are not customer focused

Proposals: Skipper Competence

- Refresher courses to be conducted including introduction to new subjects (such as fire safety training, etc.)
- Training in Customer Service Experience, Communication Skills basic training in foreign language – Hospitality Approach Perspective
Safety and Security at sea

Embarkation Points (EPs) and Embarkation facilities

Issues:
• Pleasure craft operating outside their designated EP
• EPs not properly demarcated, with some not easily accessible
• No facilities for craft to come alongside to embark
• No safe haven during cyclones

Proposals:
• Construction of jetties
• Information panel to be placed at all the EPs displaying specific delimitation
• CCTV camera coverage at EPs to help enforcement
• To develop marinas
Safety and Security at sea

Issues: Zoning of Lagoons and buoyage systems

- High risks areas including navigational passes and passages not properly demarcated by appropriate buoys
- No Navigational lights on lateral buoys
  Speed limit Zone buoys in many places have been washed away
- There is no dedicated places along the coast for craft maintenance and repairs
- Massive accumulation of sand in the channel between Ile aux Margenie and Ile aux Cerfs
Safety and Security at sea

Proposals: Zoning of Lagoons and buoyage systems

- High risks areas to be clearly demarcated by appropriate buoys.
- To reposition marker buoys at passes and channels and repair/replace defective navigational lateral buoys at passes.
- To carry out a survey to identify places for construction of boatyards which could also be used to shelter craft during cyclonic periods.
- To identify other places for safe keeping of craft during cyclonic seasons on mutually agreeable terms.
- Opening up of the channel at Ile aux Cerfs for one way motoring to allow for the natural outflow of the sand.
Safety and Security at sea

Sea Ambulance equipped with:

• Hydraulic stretcher with cushioning system, Ventilator for intubated patients.

• Complete cardiology equipment (cardiograph, defibrillator).

• All the facilities for dealing with complex cases such as orthopedic and surgical

• Hotline-Rapid Intervention by the NCG
Les Assises du Tourisme

Cleanliness
Cleanliness

- Of the country
- Of the roadside
- Of the beaches
- Of tourist sites
- Of Islets
Cleanliness

Issues

- Many people, especially foreign tourists, have complained about the lack of cleanliness of the destination in public places such as beaches, islets.
- Public beaches after the week end
- These places are often littered with rubbish, discarded bottles and cans, etc.
  E-waste are disposed on bare land
- Bare land not regularly maintained by owners and little enforcement by local authorities
Cleanliness

- Clean-up Mauritius and Embellishment Campaign
- Launched by the Hon Prime Minister at national level on 1 March 2017
- Ministerial Committee set up to initiate actions
- Initiatives by different Ministers at the local/regional level
- Some actions undertaken by the local authorities in collaboration with the Forces Vives, residents and private sector
Cleanliness

Issues with Cleanliness campaigns in general:

Cleanliness campaign targets litter, not the litterbugs - conspicuously irresponsible attitude of some who simply throw rubbish as they like.

Root of the problem is NOT the litter but the litterbugs

Attitude of litterbugs:
cleanliness campaigns as campaigns of the local authorities, not theirs (the public).
local authorities who are responsible for the general cleaning functions.
Duty of local authorities to clean up the litter that they throw.

The process:
The cycle of you-throw-we-collect - people throw rubbish, local authorities collect rubbish; people throw rubbish again; local authorities collect rubbish again; people continue to throw rubbish, local authorities continue to collect rubbish

"throw first, collect later" syndrome - It is as if telling people to discard their rubbish indiscriminately, as there will be many people coming from outside to pick up the rubbish later

The place is clean, of course, after a clean up campaign. But for how long?
In no time the place is full of rubbish again
Cleanliness

Proposals for Cleanliness campaigns:

- Widespread and aggressive awareness campaigns
- This will result in a mass movement across the nation for citizens to become active participants in cleanliness activities across the nation
- To also organize group campaign not for picking up litters but to nab litterbugs.
- Fixed penalties for litterbugs with higher fines for repeated offenders
Cleanliness

Proposals for Cleanliness campaigns:

- Government to publish a **pledge** to keep Mauritius Clean.
- All students to take the pledge
- All citizens to pledge via social media (Citizen Online Portal)
- Participation of people to be lauded via social media
- Organizations initiating mass cleanliness drives and spreading awareness among the general public to be lauded via social media
Cleanliness

Access to Tourist Sites
To review the conditions of roads leading the sites
Regular cleaning of the sites
Sites to be made secure and properly lit

Sensitization of Operators on the use of Islets
Informational panels to sensitize visitors and operators to keep the islet clean
Bins to be placed/replaced around the island and on islets
Cleanliness

Population of 60,000 dogs, with approx. 20,000 without owner

Rate of proliferation very high

Catch of 1,200 to 1,300 per month

Registration not mandatory

Sterilization of registered dogs only

Owner leaves their dog to stray when they go out for work. Dogs look for food and drink.

Lack of Human Resources: veterinaries and support staff and dog catchers
Proposals

Registration to be mandatory – proclaim Part III and Section 31 of Part V of the Animal Welfare Act

To introduce requirement for renewal of registration

Breeder to be responsible to register new borns – change of ownership at time of sale

Registration and renewal on a yearly basis –
Proposed fees for registration: Rs 1,000
Proposed renewal fee: Rs 500
Proposed penalty for owners of dogs straying: Rs 15,000 and 6 months imprisonment.
To introduce fixed penalty

Online system for registration of dogs and cats – accessible to all veterinaries

To review Quarantine process

Incentives to adopt stray dogs and cats
Mauritius ...
unique experiences
brought by the uniqueness of our tourism product