



Republic of Mauritius

## MINISTRY OF TOURISM



**CUSTOMER CHARTER**



## INTRODUCTION

Government is committed to building a responsible and responsive Civil Service that meets the needs of the business community, the most vulnerable groups and empowers the Mauritian citizens.

We are committed to delivering a quality service to our customers and creating the necessary environment for sustained growth through systematic achievement of the established objectives based on a quality system that drives continuous improvement throughout the Ministry.

We are also committed to address the need for greater transparency and accountability.

We pledge to give a level of service that would meet the expectations of our stakeholders.



Ministry of Tourism & Leisure

## OUR VISION

"A LEADING AND SUSTAINABLE ISLAND DESTINATION"

## OUR MISSION

- To propel the tourism sector as a key engine of growth.
- To enhance the visibility of Mauritius as a top class tourist destination in traditional, emerging and new markets.
- To broaden the tourism product portfolio to include eco-tourism, spa and wellness tourism, cruise tourism, cultural tourism, business tourism and sporting events.
- To promote Mauritius as a clean and safe tourist destination.



Ministry of Tourism & Leisure

## OUR OBJECTIVES

- To assist in tourism planning through the development of tourism policies and preparation of long-term plan.
- To extend support for the development and upgrading of tourism structures and infrastructure.
- To work in close collaboration with all its stakeholders, including international organisations for the development and promotion of sustainable tourism.
- To appraise and monitor tourism projects.
- To elaborate and implement standards, norms and guidelines for tourism activities.
- To formulate legislation to regulate the tourism sector.
- To create awareness on the importance of sustainable tourism development and support enterprises in their drive to be environmentally compliant.
- To prepare and provide statistical data and information on tourism matters.
- To make leisure and recreational activities accessible and affordable to the population at large.



Ministry of Tourism & Leisure

## OUR CORE VALUES

- > **Integrity...** We are guided by the highest standards of professional ethics.
- > **Quality...** We are result-oriented and committed to providing services of the highest quality to our customers.
- > **Transparency...** We operate in a consultative and transparent manner.
- > **Timeliness...** We are responsive and make every effort to meet set targets.
- > **Teamwork...** We foster teamwork and value mutual trust and respect.
- > **Honesty...** We always act in good faith and are trustful.
- > **Justice...** We adhere to the principle of natural justice.
- > **Objectivity...** We favour meritocracy and base our decisions on rigorous analysis of evidence.



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## OUR SERVICES

The tourism industry is today evolving in a highly competitive environment where the customers' needs and tastes are fast changing. In order to continue to prosper, we must strive to fully meet the expectations of our customers. The Ministry of Tourism has adopted a customer-centric approach with a view to rejuvenating the industry and repositioning Mauritius as a leading island destination.

The Ministry of Tourism is responsible for the formulation and implementation of strategies and policies for the harmonious and sustainable development of the tourism sector and the promotion of leisure for the benefit of the citizens and tourists.

The Ministry of Tourism consists of a Technical and an Administration Section. The Technical Section has been organized into three distinct units- the land-based, sea-based and leisure units. It is being reinforced to cater for the evolving needs of the sector. The land-based and sea-based units are manned by officers of the Tourism Planner Cadre and headed by a Director. The leisure unit is headed by a Leisure Events Organiser.



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## OUR SERVICES

The sea-based unit deals with projects and policies pertaining to nautical activities, namely zoning of lagoons, pleasure craft activities, skippers and canvassers. The unit also prepares guidelines and regulations pertaining to sea-based activities and pleasure craft.

The land-based unit with projects, policies and programmes relating to the accommodation sector, restaurants, night clubs and private clubs, eco-tourism and signage programme, among others. Moreover, the unit elaborates guidelines, regulations and standards relating to land-based tourism activities. Applications for the accommodation sector are processed and approved as described at Annex A and Annex B.

The Leisure Unit is responsible for promoting leisure and recreational activities for the citizens and tourists and is supported by officers of the Leisure Events Cadre. The unit organizes leisure activities at national and international level, provides assistance in terms of logistic support to other leisure-oriented organizations and collaborates with other Ministries and departments for the organization of leisure activities.



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## OUR COMMITMENTS VIS-À-VIS OUR CUSTOMERS

- We provide relevant information to customers concerning the appropriate documents and procedures for the issue of clearances.
- We ensure that letter of intent/approval for accommodation projects is issued within 20 days.
- We are impartial and give equal opportunity to all promoters when providing our services.
- We attend to complaints and take timely remedial actions.
- We ensure that the information given to us is treated in strict confidentiality.



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Ministry of Tourism & Leisure

## CONTACTS

### Permanent Secretary

(Thro' Confidential Secretary)  
Ministry of Tourism  
Level 5, Air Mauritius Centre  
Port-Louis  
Tel: (230) 211 6159  
(230) 211 7930 (Ext 104)  
Fax: (230) 211 0058

### Deputy Permanent Secretary

(Thro' Confidential Secretary)  
Ministry of Tourism  
Level 5, Air Mauritius Centre  
Port-Louis  
Tel: (230) 211 5168  
(230) 211 7930 (Ext 106)  
Fax: (230) 211 8162



Ministry of Tourism & Leisure

## CONTACTS

### Principal Tourism Planner (Sea-based Unit)

Ministry of Tourism  
Level 5, Air Mauritius Centre  
Port-Louis  
Tel: (230) 210 3805  
(230)211 7930 (Ext 113)  
Fax: (230) 208 6776

### Principal Tourism Planner (Land-based Unit)

Ministry of Tourism  
Level 5, Air Mauritius Centre  
Port-Louis  
Tel: (230) 210 4174  
(230)211 7930 (Ext 107)  
Fax: (230) 208 6776

### Reception Desk

Ministry of Tourism  
Level 5, Air Mauritius Centre  
Port-Louis  
Tel: (230) 211 7930



Ministry of Tourism & Leisure

## OUR MAIN PARTNERS

### **Mauritius Tourism Promotion Authority**

Level 5, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 203 1900  
Fax: (230) 212 5142  
Email: [mtpa@intnet.mu](mailto:mtpa@intnet.mu)

### **Tourism Authority**

Level 1, Victoria House  
Cnr Barracks and St Louis Streets  
Tel: (230) 203 1000  
Fax: (230) 213 1738  
Email: [tourism.authority@intnet.mu](mailto:tourism.authority@intnet.mu)

### **Tourism Employees Welfare Fund**

Level 6, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 211 4343  
Fax: (230) 213 5462  
Email: [tewfund@intnet.mu](mailto:tewfund@intnet.mu)



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Ministry of Tourism & Leisure

## OUR MAIN PARTNERS

### Association des Hôteliers et Restaurateurs - Ile Maurice (AHRIM)

Suite 83, Level 2

Medine Mews

La Chaussée Street

Port-Louis

Tel: (230) 208 8181

Fax: (230) 208 8282

Email: [secretariat.ahrim@intnet.mu](mailto:secretariat.ahrim@intnet.mu)

Website: [www.mauritiustourism.org](http://www.mauritiustourism.org)



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## OUR MAIN PARTNERS

### Association of Tourism Professionals (ATP)

Bramer House  
8<sup>th</sup> Floor, Bramer Business Centre  
Ebene  
Tel: 5 958 5112  
Email: [info@atp.mu](mailto:info@atp.mu)  
Website: [www.atp.mu](http://www.atp.mu)

### Association des Hôtels de Charme

Suite G9, St James Court  
St Denis Street  
Port-Louis  
Tel: (230) 212 2966/290 7460  
Fax: (230) 212 2865  
Email: [assohaotels@gmail.com](mailto:assohaotels@gmail.com)  
Website: [www.smham.net](http://www.smham.net)



Ministry of Tourism & Leisure

## FEEDBACK AND COMPLAINT

We welcome any suggestion for the improvement of our services. A suggestion box is at your disposal at the Reception Desk of the Ministry. You may contact us as follows:

### Ministry of Tourism

Level 5, Air Mauritius Centre  
John Kennedy Street, Port-Louis  
Tel: 211 7930  
Fax: 208 6776  
Website: [tourism.govmu.org](http://tourism.govmu.org)  
E-Mail: [mtou@govmu.org](mailto:mtou@govmu.org)

### Office Hours:

08.45 hours to 16.00 hours on weekdays  
Lunch Time: 12.00 hours to 12.30 hours



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### Mauritius Tourism Promotion Authority (MTPA)

Level 5, Victoria House  
Cnr Barracks and St Louis Streets  
Port Louis  
Tel: (230) 203 1900  
Fax: (230) 212 5142  
Email: [mtpa@intnet.mu](mailto:mtpa@intnet.mu)  
Website: [www.tourism-mauritius.mu](http://www.tourism-mauritius.mu)

The Mauritius Tourism Promotion Authority (MTPA) was set up under the Mauritius Tourism Promotion Authority (MTPA) Act 1996 as a parastatal body to promote Mauritius abroad as a tourist destination.

MTPA's role is to enhance the image of Mauritius as a prime holiday and up-market destination by consolidating our traditional markets, penetrating emerging markets and exploiting niche segment in new markets.





## SERVICES

- > Destination Marketing and Promotion Services.
- > Tourism Research and Information Services.
- > Organisation of press and familiarization trips.
- > Organisation of international events
- > Collateral Materials/Promotional Material Services.
- > Organisation of Exhibitions and Road Shows.
- > Destination Training Services for Source Market Travel Trade.
- > Tourism Industry Marketing Services.

## FEEDBACK AND COMPLAINT

The Mauritius Tourism Promotion Authority welcomes your suggestions and assures you that your complaint will be dealt with promptly. You may contact the Mauritius Tourism Promotion Authority as follows:

**The Director**  
**Mauritius Tourism Promotion Authority**

Level 5, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 203 1900  
Fax: (230) 212 5142  
Email: [mtpa@intnet.mu](mailto:mtpa@intnet.mu)



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**TOURISM AUTHORITY (TA)**

Level 1, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 203 1000  
Fax: (230) 213 1738

Email: [tourism.authority@intnet.mu](mailto:tourism.authority@intnet.mu)

Website: [www.tourismauthority.mu](http://www.tourismauthority.mu)

The Tourism Authority was set up as a corporate body under the Tourism Authority Act 2006 to sustain the development of Mauritius as a high quality and safe tourist destination.

The objects of the Authority are, among others, to promote the sustainable development of the tourism industry, and foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the Mauritian destination.



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## SERVICES

### > Issuing and renewal of:

- Tourist Accomodation Certificate for Hotels, Tourist Residences, Guest Houses and Domaines.
- Tourist Enterprise Licence for tourist related activities.
- Pleasure Craft Licence for commercial and private use.
- Skipper Licence.
- Canvasser Permit to pleasure craft operators.

### > Cleaning embellishment and upgrading of tourist sites and iconic places.

### > Classification of Hotels into grades starting form 2 Star to 5 Star Luxury.

### > Enhancing the tourism product portfolio.

### > Monitoring and supervision of tourist enterprises, and pleasure craft, skipper and canvasser activities to ensure that they comply with the existing regulations, standards, norms and guidelines.



Ministry of Tourism & Leisure

## FEEDBACK AND COMPLAINT

The Tourism Authority welcomes your suggestions and assures you that your complaint will be dealt with promptly. Requests for information are attended:

- Over the counter at the Tourism Authority
- By Telephone 203 1000
- By fax: 213 1738
- Through Email: [tourism.authority@intnet.mu](mailto:tourism.authority@intnet.mu)  
[contact@tourismauthority.mu](mailto:contact@tourismauthority.mu)
- Live Chat on: [www.tourismauthority.mu](http://www.tourismauthority.mu)
- Hotline: 8910



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### **TOURISM EMPLOYEES WELFARE FUND (TEWF)**

Level 6, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 211 4343  
Fax: (230) 213 5462  
Email: [tewfund@intnet.mu](mailto:tewfund@intnet.mu)  
Website: [www.tewf.mu](http://www.tewf.mu)

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families.



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## SERVICES

The Tourism Employees Welfare Fund operates around 15 schemes consisting mainly of educational grants, social grants and soft loans to assist the employees in improving their quality of life and meeting the educational expenses of their children.

It also organizes training programmes and leisure activities for the benefits of its members. More details of the schemes are available on the website of the Tourism Employees Welfare Fund - [www.tewf.mu](http://www.tewf.mu)

## FEEDBACK AND COMPLAINTS

The Tourism Employees Welfare Fund welcomes your suggestions and assures you that your complaint will be dealt with promptly. You may contact the Tourism Employees Welfare Fund as follows:

### **The Secretary Tourism Employees Welfare Fund**

Level 6, Victoria House  
Cnr Barracks and St Louis Streets  
Port-Louis  
Tel: (230) 211 4343  
Fax: (230) 213 5462  
Email: [tewfund@intnet.mu](mailto:tewfund@intnet.mu)



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## LEGISLATION

1. **Mauritius Tourism Promotion Authority Act 1996**
2. **Tourism Employess Welfare Fund Act 2002**
3. **Tourism Authority Act 2006**

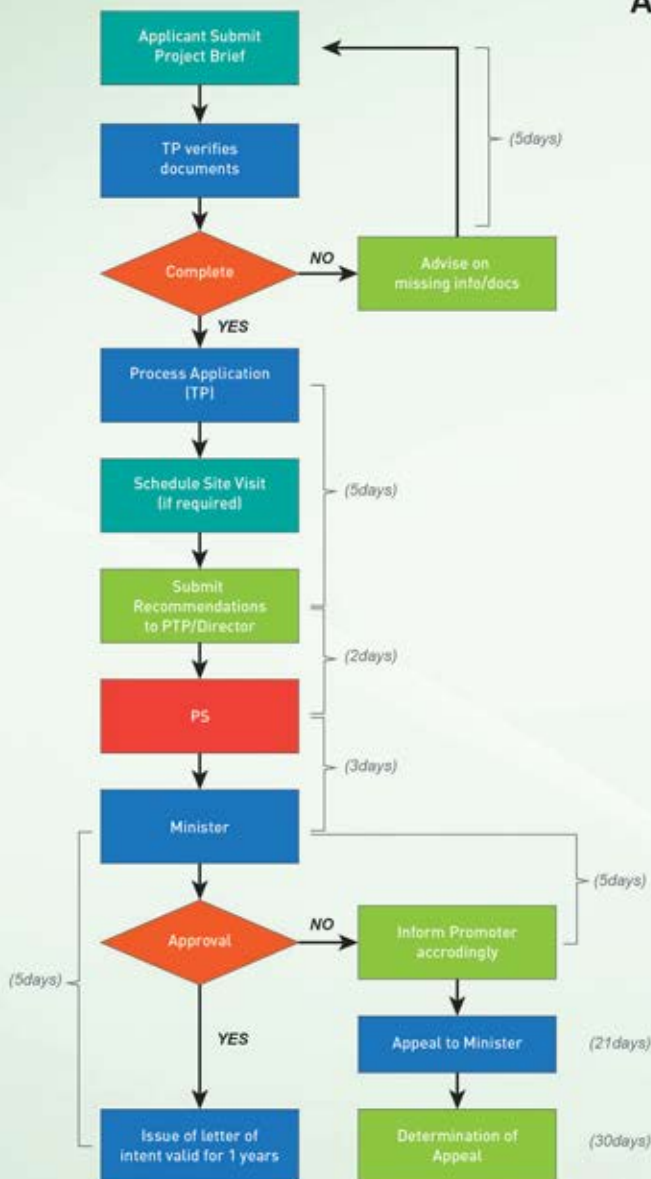


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# PROCESS FLOWCHART FOR OBTENTION OF LETTER OF INTENT FOR HOTEL PROJECTS

## PHASE I

## Annex A

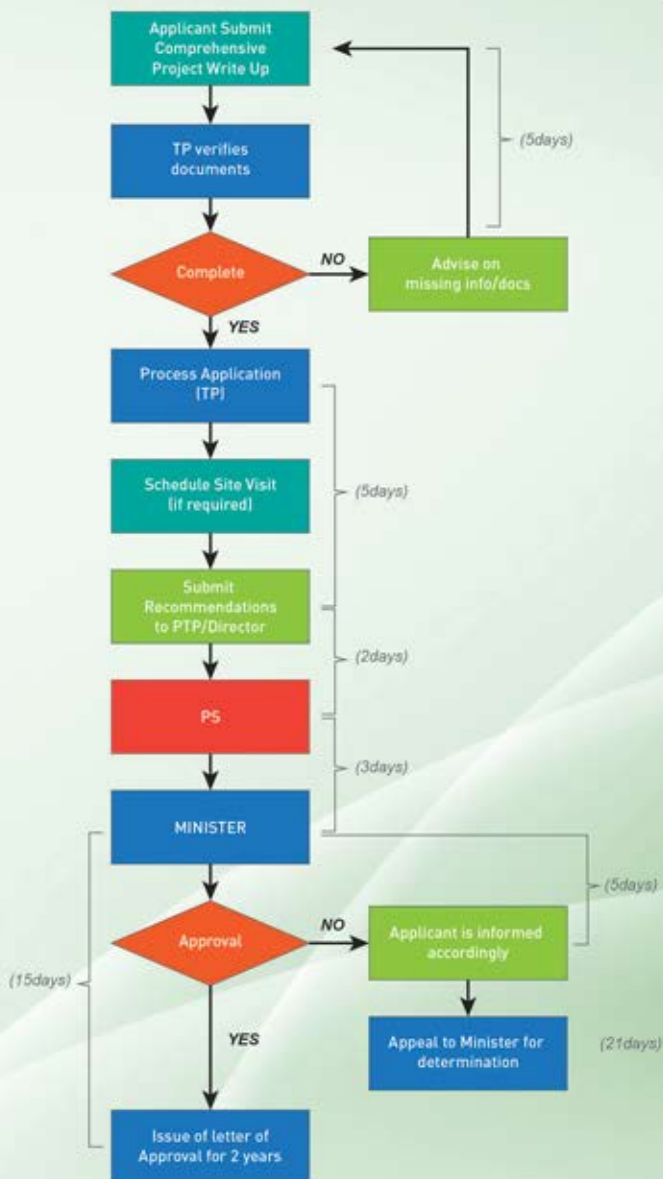




# PROCESS FLOWCHART FOR OBTENTION OF LETTER OF APPROVAL FOR HOTEL PROJECTS

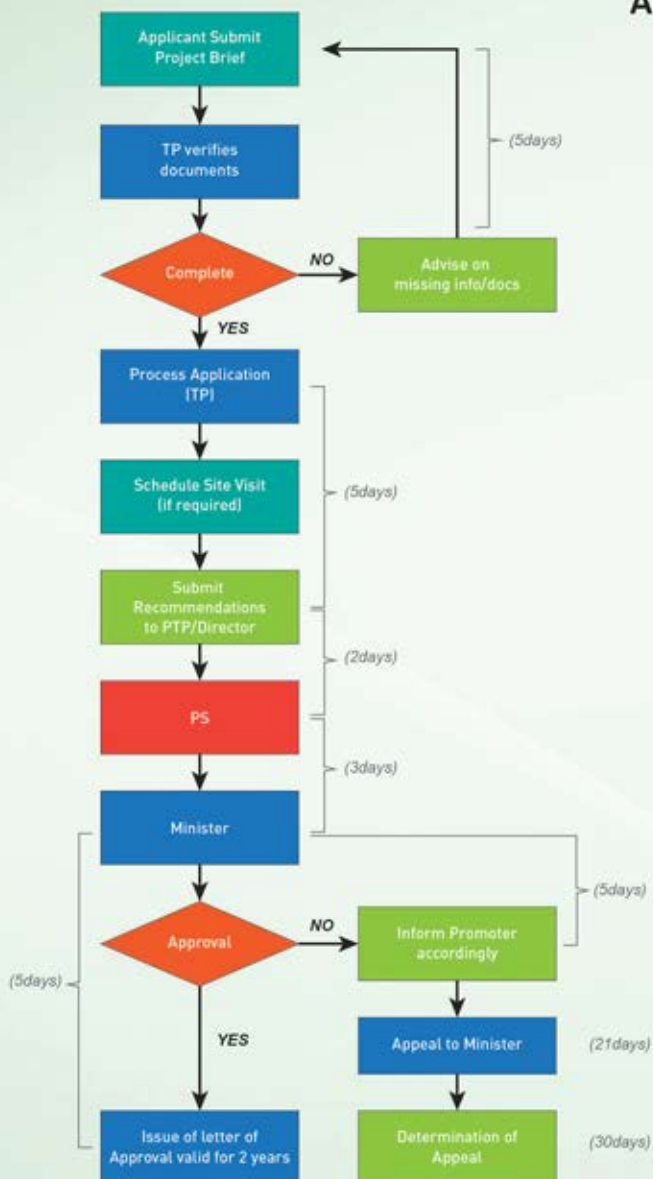
## PHASE II

## Annex A



# PROCESS FLOWCHART FOR TOURIST RESIDENCE / GUESTHOUSE

## Annex B





## MINISTRY OF TOURISM

Level 5, Air Mauritius Centre  
John Kennedy street, Port Louis, Mauritius

Tel: 211 7930 Fax: 208 677

E-Mail: [mtou@gov.mu.org](mailto:mtou@gov.mu.org)

Website: [tourism.govmu.org](http://tourism.govmu.org)

