

Tourism Authority (Hotel Classification) Regulations 2015

GN No. 162 of 2015

Government Gazette of Mauritius No. 87 of 22 August 2015

THE TOURISM AUTHORITY ACT

Regulations made by the Minister under section 129 of the Tourism Authority Act

1. These regulations may be cited as the **Tourism Authority (Hotel Classification) Regulations 2015**.

2. In these regulations —

“Act” means the Tourism Authority Act;

“ancillary services and amenities” —

(a) includes such services as spa, health and fitness centre, boathouse, conference room and kids club; but

(b) does not include —

(i) lodging and sleeping facilities; and

(ii) meals and refreshments at reasonable hours;

“Secretary” means the secretary appointed under regulation 4(1); “star rating certificate” means a certificate issued under regulation 5;

“Star Rating Committee” means a Committee set up under regulation 3.

3. (1) There is set up for the purposes of these regulations a Star Rating Committee which shall consist of—

- (a) a Chairperson, to be appointed by the Minister;
- (b) a representative of the Ministry responsible for the subject of tourism;
- (c) the Director;
- (d) the Director of the Mauritius Tourism Promotion Authority;
- (e) a representative of the *Association des Hoteliers et Restaurateurs de l'île Maurice*;
- (f) a representative of the *Association des Hotels de Charme*;
- (g) a representative of the Association of Inbound Operators (Mauritius);
- (h) 2 other persons having wide experience in the field of tourism industry, to be appointed by the Minister.

(2) The members referred to in paragraph (1)(e) to (h) shall be appointed for a period of 2 years.

(3) At the expiry of his term of office, a member referred to in paragraph (1)(a) and (e) to (h) shall be eligible for reappointment.

4. (1) The Committee shall appoint on such terms and conditions as it may determine an officer of the Authority to act as Secretary to the Committee.

(2) The Secretary shall be responsible for the proper administration of the Committee.

(3) The Secretary —

(a) shall, for every meeting of the Committee —

(i) give notice of the meeting to members;

(ii) prepare and attend the meeting; and

(iii) keep minutes of proceedings of the meeting; and

(b) may take part in the deliberations of the Committee, but shall not have the right to vote.

(4) At any meeting of the Committee, 5 members, one of whom shall be the Chairperson, shall constitute a quorum.

(5) In the absence of the Chairperson at a meeting, the members present shall elect a member to act as Chairperson for that meeting.

(6) (a) Where a member or his close relative has an interest in any matter which is to be raised at a meeting of the Committee, he shall, as soon as he is aware of the fact, notify the Secretary.

(b) The Committee may determine that a member shall not be present where the matter in relation to which the member has disclosed his interest is being considered.

5. (1) The Committee shall be responsible for assessing hotels holding a hotel certificate with a view to awarding star rating certificates.

(2) Every hotel holding a valid hotel certificate shall be classified in the following grades —

(a) two-star;

(b) three-star;

(c) three-star superior;

(d) four-star;

(e) four-star superior;

(f) five-star; or

(g) five-star luxury.

(3) For the purpose of this regulation —

(a) the Authority shall post on its website the weightage for each of the criteria which are set out in the Schedule;

(b) a two-star hotel shall have at least one ancillary service and amenity;

(c) a three-star hotel shall have not less than 3 ancillary services and amenities;

(d) a four or five-star hotel shall have not less than 4 ancillary services and amenities.

(4) Every hotel which is assessed for the purpose of these regulations shall —

(a) achieve a score of not less than 80 per cent for each criterion, where applicable, to be eligible for a star rating;

(b) where it achieves a score of not less than 95 per cent and is located on the beach or has an eighteen-hole golf course, be classified as a three-star superior, four-star superior or five-star luxury, as the case may be.

(5) A hotel that is —

(a) situated inland shall be exempted from being rated in respect of items “Gardens”

and “Boathouse” specified in the Schedule;

- (b) open only to adults shall be exempted from being rated in respect of item “Children friendly” specified in the Schedule;
- (c) situated on the beach, and where the facilities specified in item “Communication and business” specified in the Schedule —
 - (i) are not available at the hotel, shall be exempted from being rated in respect of that item;
 - (ii) are available at the hotel, shall not be exempted from being rated in respect of that item.

6. (1) Any person holding a valid hotel certificate shall, on payment of a processing fee of 1,000 rupees, make an application in writing to the Committee for a star rating certificate in such form and manner as the Committee may approve.

(2) Every applicant shall, in such form and manner as the Committee may determine, submit a self-assessment report based on the criteria specified in the Schedule.

(3) Where the Committee receives an application referred to in paragraph (1), it shall request the Authority to submit a report on the score achieved by the applicant under each of the criteria set out in the Schedule.

7. (1) On receipt of an application made under regulation 6(1), the Committee shall —

- (a) undertake an assessment of the hotel based on the tour operators grading, surveys, reviews, social media monitoring services and mystery shopping;
- (b) carry out inspections of any installation, premises or facility relating to the application;
- (c) consult the report referred to in regulation 6(3); and

(d) consider the self-assessment report of the applicant.

(2) A report put up by the Authority under paragraph (1)(c) shall take into consideration such matters as the Authority may approve.

8. Where the Committee is satisfied that a hotel meets the requirements specified in the Schedule, it shall, on basis of the information received under regulation 7, grant the certificate on payment of a fee of -

(a) 15,000 rupees for a hotel having not more than 50 rooms; and

(b) 20,000 rupees for a hotel having not less than 50 rooms.

9. (1) Every hotel shall display the star rating certificate in a conspicuous place in the front of the premises.

(2) A star rating certificate shall be valid for a period of 2 years.

(3) An application for the renewal of a star rating certificate shall be made within 3 months before the date of expiry of the certificate.

10. Where a hotel certificate is suspended or revoked under sections 30 and 32 of the Act, the Committee may vary, revoke or refuse to renew a star rating certificate.

11. Where the holder of a valid hotel certificate is aggrieved by any decision of the Committee, he may appeal against such decision under section 120 of the Act.

12. Any person who contravenes these regulations shall commit an offence and shall, on conviction, be liable to a fine of not less than 10,000 rupees and not exceeding 100,000 rupees and to imprisonment for a term not exceeding 3 years.

13. These regulations shall come into operation on 15 September 2015.

Made by the Minister on 11 August 2015.

SCHEDULE

[Regulations 5 and 9]

RATING CRITERIA FOR HOTEL CLASSIFICATION

Criteria	SECTIONS		WEIGHTAGE	
	Two-star hotel	Three-star hotel/three- star superior hotel	Four-star hotel/four- star superior hotel	Five-star hotel/five- star luxury hotel
Appearance of building	76	81	113	113
Bar service	40	48	63	68
Bathrooms	93	112	166	195
Bedrooms	228	276	409	490
Boathouse	100	100	100	107
Check out efficiency	10	10	29	29
Children friendly	0	91	91	91
Communication and business	0	0	79	79
Elevators lift	34	34	34	39
Entertainment	0	10	27	27
Facilities for disabled persons	46	46	47	47
Fitness centre	0	46	67	106
Gardens	22	28	48	57
General services	31	34	64	64
Housekeeping facilities	42	49	56	56
Laundry service	6	6	16	35
Mauritian experience	59	68	68	68

Criteria	SECTIONS		WEIGHTAGE	
	Two-star hotel	Three-star hotel/three- star superior hotel	Four-star hotel/four- star superior hotel	Five-star hotel/five- star luxury hotel
Online presence	27	36	36	36
Parking	11	14	18	25
Pool service	78	83	107	107

Public areas	31	45	55	66
Quality, health, safety, security and environment	172	187	199	199
Reception and lobby	95	124	187	206
Restaurant	116	166	254	327
Spa	0	76	129	139
Staff	25	32	44	44
Transfer services	0	0	0	19
Total achievable scores	1,342	1,802	2,506	2,839