

GUIDELINES FOR TOURIST RESIDENCE

1. DEFINITION

"Tourist residence" means any self-catering premises, other than a hotel or a guesthouse, which offers sleeping accommodation to tourists, with or without meals, for a fee.

1.1. Documents to be submitted together with application form:

1.1.1 Application for a Tourist Accommodation Certificate

1) Business Registration/ Shareholding

Individual	National Identity Card Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable)
Company	Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable) Certificate of Incorporation Updated extract of file from the Registrar of Companies, certifying the structure of the company National Identity card of Directors and Shareholders **In case there is no investment from any non- citizen (among the shareholders), a letter from the Company's Secretary, certifying same, shall be submitted. <u>In case a company is among the shareholders</u> Letter from Company's Secretary, certifying all the ultimate beneficiaries of the company (name, number of shares and nationality of each shareholder) <u>In case the Company is listed on the Stock Exchange</u> Letter from Company's Secretary, specifying same. <u>In case investment from non-citizens is involved</u> Director(s): Copy of valid Occupation Permit as Investor/Professional Shareholder(s): Copy of valid Occupation Permit as Investor/ Residence Permit <u>In case any Director or Shareholder does not reside in Mauritius</u> Letter from Company's Secretary certifying same
Société	Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable) Acte de Société or Partnership deed List of members of société specifying their respective nationalities and certified by the Manager (Gérant) National Identity card of the Manager (Gérant)

- 2) Title deed or Industrial Lease with Ministry of Housing and Lands specifying the proposed type of enterprise/activity
- 3) Lease agreement or letter of authorisation between the owner(s) and the applicant (if applicable)
- 4) Copy of NIC of owner(s) (if applicable)
- 5) Location/Site Plan (in A4 format) - 3 Copies
- 6) Front Elevation Plan (in A4 format) - 3 Copies
- 7) Building and Land Use Permit (BLUP) from respective Local Authority, for the proposed enterprise/activity and in the name of the applicant
- 8) Layout Plan (in A4 format) indicating each activity/facility space/area (in m2) – 3 copies
- 9) **Clearance from Ministry of Tourism, in case of investment from non-citizens is involved or the proposed number of rooms is of 45 or above.
- 10) Letter of authorisation from 'Syndicat des Copropriétaires', to operate a Tourist Residence, in case the premises is situated in a residential complex.
- 11) Clearance from Le Morne Heritage Trust Fund, if the development is situated within Le Morne area.
- 12) Valid Certificate of Character of applicant OR of the director(s) of the Company or Societe/Partnership (whichever applicable)
- 13) In case an application is submitted by a representative on behalf of the applicant, the National Identity Card of the representative and a letter of authorization from the applicant are also required.

1.1.2 Application for a Tourist Accommodation Certificate by a management company for IRS/RES/PDS

1) Business Registration/ Shareholding

Individual	National Identity Card Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable)
Company	Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable) Certificate of Incorporation Updated extract of file from the Registrar of Companies, certifying the structure of the company National Identity card of Directors and Shareholders In case there is no investment from any non- citizen (among the shareholders), a letter from the Company’s Secretary, certifying same, shall be submitted. <u>In case a company is among the shareholders</u> Letter from Company’s Secretary, certifying all the ultimate beneficiaries of the company (name, number of shares and nationality of each shareholder) <u>In case the Company is listed on the Stock Exchange</u> Letter from Company’s Secretary, specifying same. <u>In case investment from non-citizens is involved</u> Director(s): Copy of valid Occupation Permit as Investor/Professional Shareholder(s): Copy of valid Occupation Permit as Investor/ Residence Permit <u>In case any Director or Shareholder does not reside in Mauritius</u> Letter from Company’s Secretary certifying same
Société	Business Registration Card with proposed type of activity and address of enterprise specified and trade name (if applicable) Acte de Société or Partnership deed List of members of société specifying their respective nationalities and certified by the Manager (Gérant) National Identity card of the Manager (Gérant)

- 2) Title deed or Industrial Lease with Ministry of Housing and Lands specifying the proposed type of enterprise/activity
- 3) IRS/RES/PDS Certificate from the Economic Development Board
- 4) Agreement between the holder of the IRS/RES/PDS Certificate and the management company
- 5) List of units/villas/apartment, with the number, name of owner(s) and number of rooms for each units/villas/apartment
- 6) Location/Site Plan (in A4 format) - 3 Copies
- 7) Front Elevation Plan (in A4 format) - 3 Copies
- 8) Layout Plan (in A4 format) indicating each activity/facility space/area (in m2) – 3 copies
- 9) Valid Certificate of Character of applicant OR of the director(s) of the Company or Societe/Partnership (whichever applicable)
- 10) Clearance from Le Morne Heritage Trust Fund, if the development is situated within Le Morne area.
- 11) In case an application is submitted by a representative on behalf of the applicant, the National Identity Card of the representative and a letter of authorization from the applicant are also required.

2. LAYOUT

Every tourist residence shall consist of a minimum of:

- a) A living area
- b) A dining area
- c) A kitchen
- d) Bedroom/s (at least one double room)
- e) Bathroom and toilet
- f) Parking area
- g) Terrace/Balcony(optional)

3. LIVING AREA

The following facilities shall be provided:

- a) Armchairs and coffee tables commensurate to full occupancy;
- b) Reading materials such as books and magazines, brochures, a map of Mauritius, a guide on Mauritius and a telephone directory;
- c) Television set;
- d) Telephone facilities;
- e) Social and Electronic Games;
- f) Internet connection with WIFI access; and
- g) Well ventilated and adequate light.

4. DINING AREA

- a) Table and chairs to accommodate all guests collectively at full occupancy at one sitting in the dining area;
- b) The tables may be covered with a good quality textile table cloth that shall be free from all stains;
- c) Glass, cutlery and china ware must be in harmonious patterns (not chipped or cracked);
- d) The following items shall commensurate with the capacity of the tourist residence:
 - i. Table mats, knives, dinner forks, teaspoons, dessert spoons, soup spoons;
 - ii. Side plates, dinner plates, dessert plates, cereal bowls, cups and saucer;
 - iii. Microwave resistant ware.

5. KITCHEN

- a) Strict sanitation, cleanliness and hygienic all throughout;
- b) The following must be available in the kitchen:
 - i. Microwave
 - ii. Refrigerator
 - iii. Oven
 - iv. Stove
 - v. Kitchen Hood/Extractor
 - vi. Toaster
 - vii. Kettle
 - viii. Sink
 - ix. Dish Rack
 - x. Garbage bins with lids
 - xi. Kitchen utensils
- c) Food preparation, refrigeration and scullery should be in accordance with the recommendations of the Ministry of Health (as per Food Act 1998).
- d) Equipment and utensils shall be kept in a tidy way.

6. BEDROOM

- a) The minimum size (excluding toilet, bathroom, entrance, balcony and veranda) shall be as follows:
 - Single Room 10m²
 - Double Room 12m²
 - Family size 16m²

Note: (1) At least one side of each room shall be of a minimum of 3m in length.

(2) At least one double room or family size room per apartment/unit or bungalow.

- b) in the case of a single room, a single bed of at least 90 centimetres by 180 centimetres;
- c) in the case of a double room, two single beds of 90 centimeters by 180
- d) centimeters each, or one double bed of 140 centimeters by 180 centimeters each;
- e) one anti-allergic standard pillow per person and, one extra pillow shall be made available to him;
- f) thick window curtains with lining, blinds or shutters on all windows in the bedrooms;
- g) Mattress shall be at least of semi-orthopedic standard;
- h) fitted mattress protectors or thick under-sheet;
- i) a ceiling or wall light;
- j) a wardrobe with at least 7 hangers (wire hangers are not acceptable) and shelves;
- k) a full length mirror;
- l) a waste-basket;
- m) an air-conditioning unit or appropriate number of fans;
- n) at least one plug-in anti-mosquito equipment for each room;
- o) at least one double power point;

- p) at least one international adaptor;
- q) bed sheets and pillow cases shall be changed for each new arrival;
- r) one bed sheet and one blanket per bed and provision for extra shall be made available to him depending on his duration of stay;
- s) A bedside table or shelf should be provided and be located beside all beds. One bedside table between the beds is acceptable in a twin room.
- t) Bedrooms shall be kept clean and spotless.

7. TOILET AND BATHROOM with every bathroom the following –

- a) A water heater which shall provide a constant supply of hot and cold water (Solar water heater is encouraged). Where a gas cylinder is used, it shall be safely placed externally;
- b) a wash basin and a mirror;
- c) a shelf for personal effects;
- d) a bathtub or shower as well as shower curtain;
- e) one hand towel and one bath towel of 100% cotton per person and which shall be changed for each new arrival or at the request of the guest;
- f) a bath mat;
- g) a waste basket;
- h) a pedal operated bin;
- i) a ventilation system;
- j) a towel rack and hanger;
- k) clothing hooks;
- l) Toilet with seat and lid.
- m) sanitary ware (European) and fittings together with non-skid tiles flooring; and n) the toilet/bathrooms shall be kept clean and spotless.

8. LAUNDRY AND IRONING FACILITIES – To be made available

9. COMPOUND AND PARKING AREA

- a) One parking slot is required for every three rooms or per apartment up to three rooms.
- b) Parking slots shall be of 2.5 meters by 5 meters and shall be clearly demarcated.
- c) All parking slots shall be accessible, independent and free from obstructions at all times.
- d) Offsite parking may be considered if accompanied by relevant authorization. e) Compound should be fenced and be well maintained.

10. GARBAGE AND PEST CONTROL

- a) All necessary steps shall be taken to keep the premises free from pests, rodents and undesirable odors and wastes;
- b) Provision for one covered bin shall be made available;
- c) The bin shall be insect and rodent proof, shall not leak and/or absorb liquids and both the inside and outside of the bin shall be kept clean;
- d) Disposal area for all garbage and refuse;
- e) Keep clean the inside and outside of every bin;
- f) Pest control system must be in place; and
- g) Ensure that no refuse is burnt on or around the premises of the tourist residence.

11. OTHER REQUIREMENTS:

- a) The establishment should be let collectively at a time.
- b) Some forms of emergency lighting shall be provided, e.g. torch or night-lights.
- c) Candles are not acceptable for safety reasons;
- d) A standby generator capable of generating power to provide a minimal lighting system to all rooms and public areas, and for refrigeration purposes; (applicable ONLY for Tourist Residence with 04 bedrooms or more);
- e) A proper first-aid kit which shall not consist of any expired items;
- f) At least a three days' supply of safe drinking water to be always kept on
- g) stock within the establishment;
- h) Running water for the purposes of toilets, bathrooms, cleaning and kitchen shall be supplied at all times on the premises.
- i) Application for the Tourist Accommodation Certificate will be finalized only after the compliance with all requirements of Tourism Authority and after receipt of favorable clearances from the Fire and Health Departments. It is the responsibility of the promoter to ensure that he is in possession of all clearances/permits/licenses issued under any other enactment in relation to the tourist enterprise.
- j) Being a tourist product, the Tourist Residence shall observe all conditions so as to reflect the image of the tourist industry.
- k) The activities shall not give rise to any form of nuisance, illegal activities, noise pollution and obstruction in the neighbourhood.
- l) Overall sanitation, cleanliness and hygiene to be maintained throughout the building and a regular cleaning schedule must be put in place.
- m) Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
- n) All electrical works be properly done and be free from all hazards.

- o) Good lighting coverage and ventilation across all areas of the premises. n) Entrance and common areas adequately lit.

Note that the provision of safety and security measures, as mentioned below at paragraph 12 (a) and (b) will be assessed after the approval of the application by the Authority.

12. SAFETY AND SECURITY

a) Burglar alarm system with rapid response

Tourist residences should be equipped with an integral burglar alarm system linked to a security company offering rapid response.

b) 24-hour C.C.T.V.

Tourist residences of 5 rooms and above should be equipped with a 24-hour camera surveillance with recording system in common areas and high risk areas. Existing systems will have to be upgraded and modernized wherever necessary, in terms of infrared colour camera, high-image resolution, memory, good quality recording and reading.

c) Digital safe

A 4-digit pin code operated electronic safe, affixed to the wall in a concealed position should be provided to protect guests' valuables.

d) Emergency telephone numbers

A list of emergency telephone numbers should be displayed in a conspicuous place so that the emergency services could be contacted quickly.

e) Certificate of Character

A certificate of Character will be a pre-requisite for the employment of security staff (watchman).

Note: These guidelines may be amended depending on the prevailing Policy.

Tourism Authority

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