



Application Procedure for a Tourist Enterprise Licence (TEL)

The step-wise process to apply for a Tourist Enterprise Licence (TEL) is as follows:

1. The first step is to complete the application form. You may either:
 - a. download the appropriate form from the website of the Tourism Authority and print; or
 - b. collect the form from the Tourism Authority office at: First Floor, Victoria House, Port Louis.
2. Prepare documents as per the checklist of your specific activity. Checklist can also be downloaded from the Tourism Authority website.
3. Submit the filled-in application form, together with all documents, at the Helpdesk/ Reception Counter, Tourism Authority, First Floor, Victoria House, Port Louis.
4. The documents will be verified by an Officer. A non-refundable processing fee of MUR 1,500 is payable for TEL.
5. Upon acceptance of the application, a receipt will be issued. The date of issue of the receipt will be the effective date for the processing of the application.
6. Within 15 working days of the effective date:
 - a. The application will be processed by the Tourism Authority;
 - b. A site visit, if required will be carried out by a Tourism Enforcement Officer (TEO) who will take prior appointment with the applicant;
 - c. Depending on the activity, clearances may be required from fire services, health authorities and police. The list of activities:
 - i. requiring clearance from the Mauritius Fire and Rescue Service, the Ministry of Health and Quality of Life or the Police;

For some activities, TEL can be issued upon compliance with conditions and clearances to be obtained before next renewal. For others, Clearances need to be obtained prior to issue of TAC/TEL.



- ii. where no clearance is required, can be viewed from the Tourism Authority website
7. The application will then be determined by the Licensing Committee (LC) of the Tourism Authority.
8. The Tourism Authority will communicate the decision of the LC to the applicant by either:
 - a. issuing a letter for payment of the Letter of Intent¹ (LOI); or
 - b. issuing a letter of approval for TEL; or
 - c. turning down the application.

In the case where a LOI has been issued, the applicant should ensure that all conditions have been complied with during the relevant period. Once all conditions have been complied with, the applicant should inform the Tourism Authority in writing. A second site visit may be carried out and recommendations submitted to the Licensing Committee for further consideration.

9. Payment of the prescribed fees has to be effected in cash/ by cheque (drawn in the name of the Tourism Authority) or by card at the Cash Office, Tourism Authority, First floor, Victoria House, Port Louis.
10. The TEL is issued after payment of the licence fees. The TEL is valid for a maximum period of 1 year or shorter period, renewable.

¹A Letter of Intent (LOI) might be issued, in case the building/ premises is not ready for the proposed activity or in case the applicant has not complied with the guidelines/ technical requirements or the premises requires substantial improvements. The LOI will include the necessary measures to be complied with. The LOI is valid for 1 year. However, subject to approval, a LOI can be extended for a further period of six months after expiry of the validity of one year against payment of a fee of 1500 MUR