



GUIDELINES

PUB

1. Definition

A pub is an establishment which:

- a) is open to the public;
- b) serves alcoholic drinks and snacks for consumption on the premises; and
- c) plays live or recorded music.

A dancing floor will not form part of a pub and entertainment will exclude dancing.

2. Location

A pub will not be authorised except if located in a shopping complex/mall, business or commercial area.

3. Physical amenities

A pub will be of a minimum floor area of 50 m² and will consist of at least:

- a) a lounge composed of a bar counter and a sitting area
- b) separate toilets for male and female if not already provided for
- c) a kitchenette with at least a sink
- d) changing room(s) for staff
- e) a scullery separated from the kitchenette

4. Clearances/Licences/Permits

A Building and Land Use Permit is a prerequisite for the issue of a Tourist Enterprise Licence.

It is the responsibility of the promoter to ensure that he is in possession of all clearances/permits/licences issued under any other enactment in relation to the tourist enterprise such as Health Clearance, Fire Clearance/Certificate and Police Clearance.

A licence is required from the Mauritius Revenue Authority for the sale of alcoholic drinks.



Upon issue of the Tourist Enterprise Licence, the licensee will be required to contribute to the Tourism Employees Welfare Fund (TEWF).

5. Capacity

The occupancy level of the pub will be determined by allowing at least 1m² of the activity floor area per guest. The number of guests at any point in time will not exceed the occupancy level.

6. Quality standards

6.1 Aesthetics

- a) A pub will be aesthetically designed by a professional interior decorator who will harmonise the setting by a good blend of quality flooring, mood lighting and furnishings so as to create a warm, welcoming environment and ambience.
- b) Consideration will be given to the positioning and spacing of seating.
- c) The establishment will also reflect a good standard by its character, elegance which will be translated by its interior and exterior appearance through the use of attractive signage and window dressing.
- d) Pipes and electrical wires will be concealed.

6.2 Products

- a) A range of beverages, alcoholic and non-alcoholic will be offered.
- b) The menu will consist of snacks only.
- c) Prices of products including Value Added Tax (VAT) and any surcharges will be clearly listed in Mauritian rupees in the menu card.

6.3 Staff

The staff will be well-trained, well-groomed and dressed in uniform to ensure high standards of customer care and will consist of at least:

- a manager/cashier
- barmen
- waiters
- cleaners/helpers
- security guards

6.4 Hygiene

- a) The licensee will ensure that the highest standards of cleanliness and hygiene are maintained on the premises at all times.



- b) If provided for, toilets will be kept clean by way of a cleaning chart with special attention to fittings, sanitary ware, flooring, mirror, ventilation, soap dispenser and hand dryer.
- c) Staff engaged in the preparation and handling of food will be in possession of a valid Food Handler's Certificate. The kitchenette will be fly-proof and will comply with existing Food Regulations.
- d) There will be no direct communication between the kitchenette and water closets.
- e) There will be no sewage pipe drain or inspection chamber in the kitchenette.

6.5 Entertainment

Entertainment allowed may consist of:

- recorded music
- live music- musical instruments (not amplified)
- karaoke
- projection of sports events
- indoor games

7. Safety and security

7.1 Security guards

A pub will employ at least 2 security guards either approved by the Commissioner of Police or from Private Security companies licensed under the Private Security Services Act 2004.

7.2 Safety

- a) Provision will be made for bright lighting to be used in case of emergency.
- b) Staircases, corridors and emergency exits will be adequately lit and will be free from obstruction.
- c) Lighting to escape routes will be on a separate circuit from that supplying any other part of the building.
- d) The sound of the fire alarm system will be 5 decibels above the sound system.
- e) A security plan will be submitted to the Tourism Authority, specifying the roles and responsibilities of the security guards.



7.3 CCTV

- a) The service provider for CCTV will be a security company duly approved by the Tourism Safety Panel.
- b) CCTV will be either infrared or good vision and will cover the entrance, activity areas of the pub and the parking area.
- c) Camera recordings labelled by date and time will be kept for at least 1 month and will be made available to authorised officers under the Tourism Authority Act as and when required.

8. Noise

8.1 Design Stage

- a) At the design stage, consideration will be given to the site layout, with a view to preventing noise disturbance. A pub will be soundproof so that music being played therein, is not audible outside and does not constitute a source of nuisance. In particular, attention will be paid to the location of entrances, exits, windows, car parks and access roads.
- b) Electric motors such as air compressors, generators and other noise-generating equipment will be housed in soundproof enclosures so that noise emanating therefrom be within permissible levels as per the Environment Protection Act (EPA) 2002.

8.2 Operational stage

- a) No entertainment activity will be undertaken by the licensee outside the pub.
- b) Music being played and noise-generating activities inside the pub will not be perceived outside.
- c) The licensee will monitor the noise level in the pub during operating hours so as not to constitute a source of nuisance.

8.3 Sound reduction systems

Noise will be mitigated by the use of sound reduction systems/materials such as acoustic floorings, walls, ceilings and insulated windows/doors.

9. Hours of operation

- a) The opening hours will be from 17h00 to 00h00, except for Fridays, Saturdays and eve of Public Holidays for which the opening hours will be from 17h00 to 02h00 on the following day.
- b) The opening and closing hours will be displayed in a conspicuous place or included in the menu card.



10. Health

10.1 General requirements

- a) There will be a water storage tank of sufficient capacity to ensure a constant flow of running water during operating hours. Water storage tanks will be cleaned every 6 months or earlier, if required.
- b) The establishment, its yard and surroundings will be kept clean and free of offensive odour at all times.
- c) Floors, walls and ceilings will be kept clean and in good condition at all times.
- d) Fly-proof covered refuse bins will be cleaned and emptied daily.
- e) The licensee will submit a valid pest control certificate issued by a company upon issuance of the Tourist Enterprise Licence and will keep a valid pest control certificate at all times for inspection purposes.
- f) The licensee will ensure strict compliance with the:
 - i. Public Health (Restrictions on Tobacco products) Regulations 2008;
 - ii. Public Health (Prohibition on Advertisement, Sponsorship and Restriction on Sale and Consumption in Public Places, of Alcoholic Drinks) Regulations 2008.

10.2 Ventilation and Lighting

- a) The establishment will be adequately ventilated during operating hours.
- b) The establishment will be properly lit to ensure the safe movement of guests and staff.

10.3 Sanitary facilities

- a) Toilets will be maintained at all times in a state of good repair and kept clean and free from bad smell to the satisfaction of the Ministry of Health and Quality of Life and the Tourism Authority.
- b) Toilets will be clearly indicated, properly lit and ventilated.
- c) Air outlets opening to the outside will be provided in toilets.

10.4 Occupational safety and health

The licensee will comply with the provisions of the Occupational Safety and Health Act 2005.



11. Fire

11.1 The staff will have an awareness on basic fire safety.

11.2 The applicant will ensure strict adherence to the following:

- a) be holder of a valid Fire Clearance or Certificate issued by the Mauritius Fire and Rescue Service for the building in which a pub is being operated;
- b) comply with all Fire Safety requirements for pubs as per Guideline on Fire Safety for Service Sector issued by the Mauritius Fire and Rescue Service;
- c) submit a Fire and Emergency Plan for a Fire Clearance or Certificate to be approved by the Mauritius Fire and Rescue Service;
- d) indicate the location of emergency exit signs clearly; and
- e) display illuminated directional signs to indicate the escape routes.

12. Police

- a) Police will carry out an enquiry taking into consideration public interest, public safety and public order.
- b) Police will also consider the flow and fluidity of traffic in that area.

13. Parking

A pub will provide 1 parking space for every 8m² of activity floor area.

14. Operating conditions

The licensee will ensure that there is a first-aid kit on the premises which will be replenished as and when required and wherein no expired items will be kept.

15. Responsible drinking

- a) The licensee will encourage responsible drinking, refuse to serve drinks to intoxicated persons and will ensure that the impact of his activities is minimised and does not constitute any nuisance or does not result in anti-social, rowdy behaviour and vandalism inside and outside the immediate vicinity of the pub.
- b) The licensee will impress on guests the need to follow a code of conduct highlighting the following:
 - i. not to drive under the influence of alcohol;
 - ii. not to group and make noise outside the premises and on the parking areas; and



iii. not to indulge in any anti-social behaviour.

c) The code of conduct will be conspicuously affixed at the entrance, the bar counter and included in the menu card.

16. Environment-friendly practices

a) The following environment-friendly practices will be considered:

i. the use of solar water heater

ii. the use of energy-saving bulbs

iii. the use of water-saving devices

b) Best practices in waste management including waste minimisation and segregation

c) Solid wastes and wastewater must be disposed of as per the recommendations of the Local Authority and Wastewater Management Authority respectively.

17. Facilities for the disabled persons

The licensee will ensure that the establishment provides facilities for the disabled such as access for wheelchair.

18. Additional Conditions of the licence

The licensee will not authorise access to the premises to a person under 18 years of age. Appropriate signage will be affixed to inform the public of same and to the right reserved by the licensee to verify the age for access.