

General Notice No. 925 of 2019

GUIDELINES FOR TRAVEL AGENT

1. Definition

- a) **Travel Agent** means a person who -
 - i. sells tickets entitling an individual to travel, or otherwise arranges for a person a right of passage on any conveyance;
 - ii. sells to, arranges for or makes available to, a person a right of passage to and hotel or other accommodation at, one or more places (being places outside Mauritius);
 - iii. purchases for resale the right of passage on any conveyance;
 - iv. holds himself out as, or advertises that he carries on any activity referred to in paragraphs (i), (ii) and (iii) above;
- b) includes a General Sales Agent (a person who represents an airline company and is authorised to issue travel tickets and to provide travel related services to the public);
- c) includes an online travel agent; but
- d) excludes an airline company which does not sell travel tickets directly to the public

2. Online Travel Agents

An online travel agent shall have at least -

- a) ICT facilities and equipment;
- b) a permanent and registered address;
- c) an interactive website; and
- d) online payment facilities through an accredited online payment system.

3. Except for online travel, all travel agents shall abide by the following -

A. Location

- i. a travel agent office shall preferably be situated in a business or commercial area;
- ii. where the travel agent office is found within a private residence, an independent access to the office and toilet shall be provided. The toilet shall be solely for office use.

B. Layout

- i. a waiting area (of at least 6 m²) shall be provided with reading materials and sitting facilities;
- ii. a front desk;
- iii. a back office area;
- iv. at least one toilet; and
- v. parking facilities.

C. Office amenities

- i. except for existing travel agents, the minimum dimension of the office shall be of 15m²;
- ii. the office shall be kept clean and orderly;
- iii. brochures shall be displayed in an attractive manner;
- iv. the office shall be equipped with furniture including office desks, office chairs, filing cabinets, etc; and
- v. ICT facilities and equipment shall be provided.

D. Toilet facilities

- i. toilet paper;
- ii. soap dispenser;
- iii. clean towels or mechanical hand drying facilities;
- iv. wash basin and mirror;
- v. pedal operated sanitary bin;
- vi. all pipes shall be concealed in an aesthetic manner;
- vii. toilets shall be kept clean with a special attention to fittings and sanitary wares;
- viii. toilets shall be maintained at all times in a state of good repair and kept free from bad smell to the satisfaction of the Ministry of Health and Quality of Life and the Tourism Authority;
- ix. toilets shall be clearly indicated, properly lit and ventilated; and
- x. air outlets opening to the outside shall be provided in toilets.

E. Parking

- i. 1 car parking space per 60m² gross floor area except in Central Business Area;
- ii. a parking slot shall be 2.5 x 5.0 meters and shall be clearly demarcated;
- iii. all parking slots shall be accessible and free from obstructions at all times; and
- iv. a letter of authorisation from the owner shall be submitted in case offsite parking is provided.

F. Paragraphs 3A, 3B (i), 3B (iii), 3B (v), 3C (i) shall not be a mandatory requirement for existing travel agents.

4. Clearances/ permits/ licences/ document.

- a) The following documents shall be submitted -
 - i. a Building and Land Use Permit for the proposed activity is a prerequisite for the issue of a Tourist Enterprise Licence except for online travel agents;
 - ii. an IATA Certificate or an agreement with an IATA registered travel agent; and
 - iii. a valid Certificate of Character of the Directors of the Company.
- b) 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 BLUP, Fire and Health clearances).

5. Reservation system

The travel agent shall be equipped with appropriate ticket reservation system and software.

6. Staffing

- a) a travel agent shall have at least the following personnel -
 - i. a manager with at least 5 years proven experience in a managerial position in the travel or tourism industry;
 - ii. one clerical staff.
- b) an online travel agent shall have a Director or employee having at least 5 years proven experience in a travel agency;
- c) the staff shall be registered with the Tourism Employees Welfare Fund and for NPS/NPF; and
- d) all staff shall be well groomed and frontline staff shall be able to speak the relevant language suitable for the target market.

7. Records

A travel agent shall -

- i. keep a computing record of every transaction in English or otherwise which he makes in relation to his business;
- ii. submit to the Tourism Authority a half yearly return of such records on or before 15 January and July of each calendar year and as may be requested; and
- iii. keep every record relating to his business (including destination source and number of clients per destination) for a period of not less than 7 years for inspection upon request from competent authorities.

8. Pre-contractual information

A travel agent shall ensure that, before the traveller is bound by any package, travel contract or any corresponding offer, the travel agent shall provide the traveller with the following information -

- a) the travel destination(s), itinerary and periods of stay, with dates;
- b) the means, characteristics and categories of transport (if applicable);
- c) dates and time of departure and return;
- d) the duration and places of intermediate stops and transport connections;
- e) the total price of the package inclusive of taxes;
- f) where accommodation is included,
 - i. the check-in and check-out dates and the number of nights included;
 - ii. the meal plan;
 - iii. any other services included in the total price agreed for the package; and
 - iv. any additional fees, charges and other costs.

9. Bank Guarantee

Travel agents shall have to submit a bank guarantee of at least Rs. 500,000.

Tourism Authority

04 May 2019