

Hotel Classification System in Mauritius

1. Background

The Government has approved the implementation of a Hotel Classification System in Mauritius, with the promulgation of Tourism Authority (Hotel Classification) Regulations 2015. The Tourism Authority (TA) is the implementing agency.

A Star Rating Committee (SRC), under the aegis of the Tourism Authority, has been set up for this purpose and it comprises tourism industry professionals (public and private). No hotelier forms part of this Committee.

2. Role and Functions of the Star Rating Committee

- Assess hotels holding a Hotel Certificate in view of their star rating
- Examine recommendations by Technical Evaluation Team made after proper editing of applications.
- Award Star Rating Certificates
- Consider recommendations made by the parent Ministry in case of appeals
- Renew Star Rating Certificates as appropriate

3. Star Rating Committee

The Committee has been set up under the above named Regulations and has been duly approved by Government.

The Committee consists of the following members:

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|--------------------------|--|
| Mr R. Desvaux | (Chairman) Tourism Authority |
| Mr R. Azema | General Manager, Vatel Mauritius |
| Dr (Mrs) R.T.D. Juwaheer | Vice Pro Chancellor, University of Mauritius |
| Mr J. Kwok | CEO, AHRIM |

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| Mr B. Lebreux | President, AIOM |
| Mr A. Balluck | Representative, Association des Hotels de Charme |
| Mr K. Ramkaloan | Director, MTPA |
| Mr R. Moolye | Deputy Permanent Secretary, Ministry of Tourism & External Communications |
| Mr S. Ramsamy | Director, Tourism Authority |

The Star Rating Committee met for the first time on 17 December 2015 and has since held altogether 5 meetings to consider applications for Star Rating Certificate from 93 hotels, out of which 72 applications have been assessed. 21 applications are under process whereas 24 others have not yet applied for their Star Rating Certificate.

4. Star Categories

Hotels having a valid Hotel Certificate are classified as follows:

- i. Two Star
- ii. Three Star
- iii. Three Star Superior
- iv. Four Star
- v. Four Star Superior
- vi. Five Star
- vii. Five Star Luxury

5. Criteria for Assessment

A set of detailed criteria is approximately 600 grouped under 27 sections used for assessment based on Customer Expectations (CE). These sections are as follows:

1. Appearance of Building
2. Gardens
3. Parking
4. Transfer services
5. Quality/Health/Safety & Security Environment (QHSSE)
6. Reception & Lobby
7. Online presence

8. Public areas
9. Bedrooms
10. Bathrooms
11. Elevators
12. Restaurant
13. Pool Service
14. Bar Service
15. Spa
16. Boathouse
17. Fitness centre
18. General Services
19. Entertainment
20. Staff
21. Laundry Service
22. Housekeeping Facilities
23. Check-out efficiency
24. Communication & Businesses
25. Mauritian experience
26. Facilities for disabled persons
27. Children friendly

6. Ancillary Services

Ancillary services and amenities in a hotel are also considered in the assessment exercise. These include:

- i. Spa
- ii. Health and Fitness centre
- iii. Boathouse
- iv. Conference room
- v. kids club

Each star category of hotels should have the following:

- a. Two star hotels should have at least one ancillary service.
- b. Three star hotels should have at least three ancillary services.
- c. Four and five star hotels should have all ancillary services.

7. Exemptions of Sections

- a. Inlands hotels are exempted from boathouse and gardens sections.

- b. 'Adults only' hotels are exempted from the 'Children friendly' section.
- c. 'Communication and Business Facilities' section is not mandatory for beach hotels. However, if available, it should comply with the established criteria.

8. Process Flow

Year 1

Hotel completes a Star Rating self-assessment report and submits same with an application form to for a Star Rating Certificate.

A Technical Evaluation Team at evaluates the self-assessment report against a set of well-defined criteria. In each area of assessment, a minimum of 80% score should be obtained. Upon attaining 95% of score and located on the beach or has a golf course, the hotel may be upgraded to a superior or luxury in that specific category.

The Technical Evaluation Team submits the duly edited self-assessment report to the Star Rating Committee along with the Tour Operator (TO) grading for that hotel for consideration.

If hotel self-assessment does not attain the required score, the hotel will be advised accordingly and improvements requested in view of a re-assessment.

A Star Rating Certificate issued to a hotel will be valid for a period of 2 years upon payment of a fee of Rs 15 000 for a hotel less than 50 rooms and Rs 20 000 for a hotel having more than 50 rooms.

Application for renewal should be made 3 months before expiry of the Certificate.

A Certificate may be suspended or revoked when a hotel license is suspended or revoked by TA.

9. Appeal Mechanism

In case of dissatisfaction, a hotel may appeal against the SRC decision under Section 120 of the Tourism Authority Act.