

## **GENERAL INFORMATION ON MAURITIUS AND ITS UNIQUE SELLING POINTS:**

### **GENERAL INFORMATION ON MAURITIUS**

#### **1) POPULATION & CULTURAL MIX:**

The population of Mauritius is just over 1.2 Million and the cultural mix is split as follows:

51% of the population is of Indian Origins. (Hindi/Urdu/Tamil).

17% of the population is of Muslim Origin.

05% of the population is of Chinese Origin.

05% of the population is of European Origin.

22% of the population is of Creole Origin.

All the different cultures, religions and traditions are getting very well along together which actually makes Mauritius quite unique.

#### **2) SIZE OF THE ISLAND:**

1865 Square Kilometres or on average 60 kilometres long and 40 kilometres wide.

#### **3) BEACHES AND CORAL REEFS:**

Mauritius is surrounded by 160 kilometres of white sand beaches and also by a barrier of coral reefs (except for a few kilometres on the South of the Island namely Gris-Gris and Souillac). Therefore, we have a safe water lagoon in order to practice water sports activities such as: diving, snorkelling, kitesurfing, windsurfing, undersea walk, trips on board the Blue Safari Sub Marine, deep-sea fishing and catamaran cruises amongst others.

#### **4) BOX OF ANTHURiums FLOWERS GIVEN/BOUGHT ON DEPARTURE:**

Box of flowers must not be given/bought on departure to clients leaving Mauritius for Africa, Argentina,

Australia, Reunion and Seychelles. This is due to the fact that upon arrival in these countries, the customs authorities will destroy the box of flowers as plants are not allowed.

**5) CAMERA AND FILM:**

A lens hood and polarising filter are helpful accessories. They reduce flare from the strong Mauritian sun and reflection from bright colours. High temperatures and humidity can affect equipment and film especially if these are left in strong sunlight. Protection can be obtained from use of an insulated bag and silicon crystals. Most types of film are available in Port-Louis camera shops, though prices can be high. Experienced travellers prefer to overestimate their likely film needs before leaving their country of origin.

**6) CHILDREN’S AGE:**

For bookings which include children, it is important to ask the tour operator for the age due to the fact that a child as from 12 years is invoiced at an adult rate (For seat in coach transfers + excursions). This will ensure that there is no discrepancy on pro-forma invoices or final invoices.

**7) CLIMATE:**

Being a tropical island, there are only two seasons in Mauritius namely summer and winter. During the summer months, from November to April, the temperature varies from 25°C to 31°C and during the winter months, from May to October, it varies from 15°C to 25°C. You will find below the maximum temperature/minimum temperature/daily hours of sunshine/humidity rate on a monthly basis prevailing on the following regions on the island.

a) **CLIMATIC INFORMATION - CENTRAL PLATEAU:**

MONTH	MAXIMUM TEMP. °C	MINIMUM TEMP. °C	DAILY HOURS OF SUNSHINE	AVERAGE HUMIDITY RATE %
January	27	20	7	82
February	27	21		83
March	27	20		83
April	26	19		83
May	25	17		81
June	23	16		81
July	22	15		81
August	22	15		80
September	23	15		79

October	24	16		78
November	26	18		80
December	27	19	7	80

b) **CLIMATIC INFORMATION ON THE NORTH AND WEST COASTS:**

MONTH	MAXIMUM TEMP. °C	MINIMUM TEMP. °C	DAILY HOURS OF SUNSHINE	AVERAGE HUMIDITY RATE %
January	31	22	8	80
February	31	22	8	83
March	30	22	7	82
April	29	21	7	82
May	28	19	8	81
June	26	17	7	81
July	26	17	7	79
August	26	17	7	78
September	27	17	7	77
October	28	18	8	77
November	30	20	8	77
December	31	21	8	79

c) **CLIMATIC INFORMATION ON THE EAST AND SOUTH COASTS:**

MONTH	MAXIMUM TEMP. °C	MINIMUM TEMP. °C	DAILY HOURS OF SUNSHINE	AVERAGE HUMIDITY RATE %
January	29	23	7	83
February	29	23	7	85
March	29	23	7	84
April	28	22	6	84
May	26	20	6	82
June	25	18	6	80
July	24	18	6	80
August	24	17	6	80
September	25	18	6	80
October	26	19	7	80
November	28	20	7	80
December	29	22	7	82

**NOTES:**

- a) During the summer season, November to April, the daylight starts at 05h30 and ends at 19h00.
- b) During the winter season, May to October, the daylight starts at 06h45 and ends at 17h50.
- c) Average sea temperature in summer 27°C and Winter 22°C.

**8) CLOTHING REQUIREMENTS:**

Light and casual clothes are recommended but during cooler months, light woolen or jackets are recommended for the evenings. When going to restaurants or religious places guests should be properly dressed.

**9) CREDIT CARDS:**

Most hotels, restaurants, shops and stores accept major credit cards: American Express, Visa, Master cards and Diners. Automatic Teller Machine are found throughout the island.

**10) CUSTOMS:**

Visitors aged 16 years or over may import the following duty free items: 250 grammes of tobacco (including cigars and cigarettes), 2 litres of wine, ale or beer, 1 litre of spirits, about 25 cl of “eau de toilette” and 10 cl of perfume. Drug trafficking is viewed very seriously and conviction carries the death penalty.

**11) CYCLONES:**

Tropical cyclones may occur from December to March.

**12) DRIVING:**

In Mauritius, we drive on the left giving priority to traffic from the right. Minimum age required for a car rental is 23 years old and a valid national or international driving licence is required. The driver must have his driving licence since at least one year.

**13) ELECTRICITY:**

All hotel rooms are supplied with electricity of 220/240 volts. Adapters are normally available at the reception desk.

**14) FLIGHTS DETAILS:**

For bookings without transfers, it is important to still ask for the flight details to ensure that:

- a) Assistance is given to the clients at the airport on arrival and departure as well as at the hotel.
- b) To verify the air-tickets for the return flight.

**15) GOVERNMENT TAX:**

A 15% VAT (valued added tax) is applied on most goods and services.

**16) LANGUAGES:**

The official language is English but French and Creole are more widely spoken.

**17) POST OFFICE / OPENING HOURS:**

Mondays to Fridays 8 a.m. to 4 p.m.  
Saturdays 8 a.m to 11 a.m

**18) SHOPPING HOURS:**

**PORT-LOUIS**

- Shops open from Monday to Friday from 09h00 to 17h00 and on Saturday from 09h00 to noon whereas the Caudan Waterfront closes at 17h00.

**CUREPIPE/ROSE-HILL AND QUATRE-BORNES**

- All shops open every day from 09h00 to 18h00 except on Thursday, Sunday and Public Holidays where some shops open until noon.

**GRAND BAY**

- Shops open from 09h00 to 18h00 from Monday to Saturday and some shops open on Sundays and Public Holidays until noon.

**Bagatelle Shopping Mall**

- Shops open as follows: Mondays to Thursdays 10h00 am to 20h30, Fridays and Saturdays 10h00 am to 22h00, Sundays & Public Holidays 10h00 am to 15h00.

**19) TIPPING POLICY:**

Tips are not compulsory and are at the discretion of the guest as gesture of appreciation of services provided (we suggest 3% to 5% which is a common practice).

**20) ENTRY VISAS:**

Residents of some countries may require Entry visas. Please refer to TIM, the travel agents' manual or click on <http://passport.govmu.org/English/Passport>.

**21) ENTRY REQUIREMENTS:**

A visitor must be in possession of a valid passport and a return or onward air ticket.

**22) HEALTH:**

No infectious disease is recorded in Mauritius. There are no venomous snakes, spiders or other dangerous species on the island. No vaccination is required unless the traveller has been to a country affected by yellow fever, cholera or small pox in the past three months.

**23) TIME OZONE:**

Mauritius is 4 hours ahead of Greenwich Mean Time, 3 hours ahead of European Central Time and 2 hours ahead of South Africa.

**24) AIR TRAFFIC:**

Mauritius is regularly served by a number of international airlines namely: Air Mauritius (national carrier), Air Austral, Air France, Meridiana Fly, British Airways, Condor, South African Airways, Emirates Airlines, Corsair, Comair, Lufthansa, Austrian Airlines, Turkish Airlines, Singapore Airlines, Alitalia, Thomson Airways, Kenya Airways, Evelop, Saudi Airlines, Edelweiss, Eurowings, Air Madagascar and Air Seychelles respectively.

**25) TRANSFER TIME:**

Transfers Airport to hotels on the South-East Coast takes 15 minutes on the road transfer.

Transfers Airport to hotels in Bel Ombre on the South Coast takes 1 hour on the road transfer.

Transfers Airport to hotels in Le Morne on the South West Coast takes 1 hour and 15 minutes on the road transfer.

Transfers Airport to hotels on the East Coast takes 1 hour to 1 hour and 15 minutes on the road transfer.

Transfers Airport to hotels on the West Coast takes 1 hour and 15 minutes on the road transfer.

Transfers Airport to hotels on the North West Coast takes 1 hour and 15 minutes on the road transfer.

Transfers Airport to hotels on the North Coast takes 1 hour and 30 minutes on the road transfer.

Transfers Airport to hotels on the North East Coast takes 1 hour and 30 minutes on the road transfer.

**26) GOLF COURSES IN MAURITIUS:**

Mauritius has a good selection of 18 hole-championship golf courses on the island and also on all the coasts around the island:

North-West Coast: Golf of Mont Choisy.

West-Coast: Tamarina Golf Club at Tamarina Golf & SPA Boutique Hotel.

South-West Coast: Le Paradis Golf Club at Beachcomber Le Paradis.

South-Coast: At Heritage Resorts, Heritage Golf Course in Bel Ombre and a second golf course is planned to open in 2021.

Interior of the island at Bois Cheri: Avalon Golf Course.

Interior of the island at Vacoas: Gymkhana Golf Course.

East-Coast: Legends and Links Golf Courses at Constance -Belle Mare Plage -The Resort.

East-Coast: Ile aux Cerfs Golf Course.

East-Coast: Anahita Golf at Anahita Golf & SPA Resort and Four Seasons Resort Mauritius at Anahita.

**27) KITE SURF IN MAURITIUS:**

The site of Le Morne on the South-West Coast of the island is known to be one of the best sites in the world for kitesurfing based on its favourable wind conditions. ION CLUB operates kite surf centres in Mauritius at Le Morne at the RIU Hotels and also a Prestige kite surf centre at the Saint Regis Mauritius Resort. Furthermore, ION CLUB operates also a kite surf centre at Anse La Raie at the Lagoon -Attitude Hotel.

**28) CURRENCY:**



The Mauritian unit of Currency is the Rupee (Rs) which is divided into 100 cents (c). There are coins of 5, 10, 20 and 50 cents and 1, 5 and 10 Rupees (Rs). The Bank Notes denominations are in 25, 50, 100, 200, 500, 1000 and 2000 Rupees (Rs).

**29) WORKING HOURS:**

Private sector: Monday to Friday 08h30 am to 16h30; Saturdays 09h00 am to 12h00 (some offices).

Public sector: Monday to Friday 09h00 am to 16h00; Saturdays 09h00 am to 12h00.

**30) INTERNATIONAL COUNTRY CALLING CODE -MAURITIUS:**

The International Country Calling Code for Mauritius is +230.

**31) OVERSEAS CALLS:**

The code for International / Overseas Calls is +020.

**UNIQUE SELLING POINTS**

We would like take this opportunity to remind you of the USP's for choosing Mauritius as a holiday destination:

- Mauritius is today positioned as a “covid free” island destination.
- Mauritius is 4 hours ahead of Greenwich Time, means 3 hours ahead of European Central Time and 2 hours ahead of South Africa. Therefore time difference is small.
- A wide selection of airlines flying into Mauritius including direct flights from Paris, London, South Africa, Australia, India, Dubai, Turkey, etc.
- The very diversified blend of cultures, religions and traditions in Mauritius with a population mix of creole, Indian, Chinese, muslims, European origins all getting along very well together. Therefore, on one holiday trip, you will discover the cultures of many countries in one go. Discover the local culture during your stay as per the hotels' evening entertainment programmes and cultural shows.
- The economic, social and political stability of the island.
- The friendliness of the population and the warm hospitality and service on the ground during the transfers, excursions, stay at the hotel in resort.

- The wide choice of local cuisines and an opportunity to taste Indian, Chinese, creole and Muslim cuisines.
- A wide choice of things to do in the hotel or outside of the hotel; niche activities amongst others include: golfing, kite surfing, wind surfing, diving, spa, health and wellness programmes, honeymooners & weddings. We are moving more towards tailor-made excursions/activities so that our guests can discover the highlights of the Mauritian Local experiences which includes street food, cooking lessons, going fishing in a pirogue with a fishermen amongst others.
- Our field staffs speak a third international language in order to ensure a smooth daily assistance of the guests in resort and same applies to the hotels.
- A wide selection of Resort Hotels to meet the needs and budgets of all market segments namely 2 to 5 Stars Resort Hotels, Boutique Hotels, International Hotel Chains.