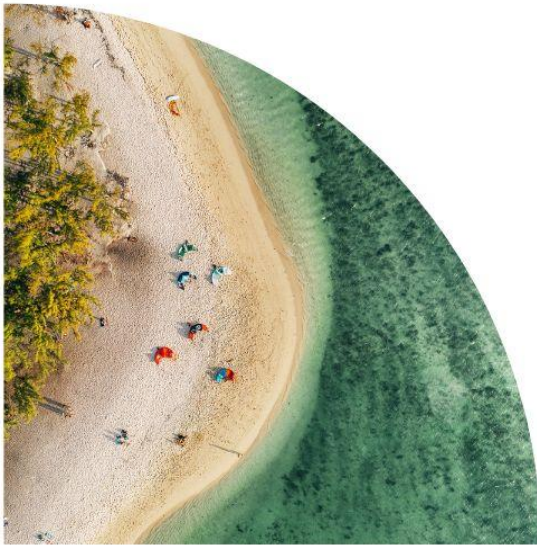




MINISTRY OF TOURISM



ANNUAL REPORT

FOR FINANCIAL YEAR

2024/
2025

1. TABLE OF CONTENTS	
STATEMENT FROM THE MINISTER OF TOURISM	4
STATEMENT FROM THE PERMANENT SECRETARY	6
INTRODUCTION	7
STRUCTURE OF THE REPORT	7
PART 1 – ABOUT THE MINISTRY	8
1.1 VISION, MISSION, AND STRATEGIES	9
1.2 ROLES AND FUNCTIONS OF THE MINISTRY OF TOURISM	10
1.3 OVERVIEW OF THE MINISTRY	10
1.4 ABOUT OUR PEOPLE – STAFFING POSITION	11
1.5 GENDER STATEMENT	13
1.6 TRAINING AND DEVELOPMENT	13
1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS	14
1.8 TECHNICAL COMMITTEE ON MONITORING OF HOTEL PROJECTS	15
1.9 AUDIT COMMITTEE	15
1.10 OCCUPATIONAL SAFETY AND HEALTH COMMITTEE	15
1.11 GENDER CELL COMMITTEE	15
1.12 ANTI-CORRUPTION COMMITTEE	15
1.13 RISK MANAGEMENT FRAMEWORK	16
1.14 MAIN LEGISLATIONS	16
1.15 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY	16
PART II – ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY	19
2.1.1 INDUSTRY PERFORMANCE	20
2.1.2 ZONING OF LAGOON PROGRAMME	21
2.1.3 TOURISM SIGNAGE	22
2.1.4 BEST TOURISM VILLAGES BY UN TOURISM	22
2.1.5 VANILLA ISLANDS ORGANISATIONS (VIO).....	23
2.1.6 GLOBAL TOURISM PLASTICS INITIATIVE	23
2.1.7 BLUEPRINT FOR THE TOURISM SECTOR	24
2.1.8 SENSITISATION AND AWARENESS CAMPAIGN ON DOLPHIN AND WHALE WATCHING INCLUDING SES TURTLES	24
2.1.9 REVAMPING OF ECOLE HOTELIERE SIR GAETAN DUVAL	25
2.1.10 FESTIVAL KILTIR EK LANGAZ KREOL MORISIEN EDISION 2023	26
2.2 ACTIVITIES OF PARASTATAL BODIES	27
2.2.1 TOURISM AUTHORITY	27
2.2.2 MAURITIUS TOURISM PROMOTION AUTHORITY	30
2.2.3 TOURISM EMPLOYEES WELFARE FUND	31
2.2.4 ECOLE HOTELIERE SIR GAETAN DUVAL (EHSGD)	33
2.3 STATUS ON IMPLEMENTATION of KEY ACTIONS 2023/2024	34
PART III - FINANCIAL PERFORMANCE OF THE MINISTRY	36
3.1 FINANCIAL HIGHLIGHTS	37
3.2 ANALYSIS OF MAJOR CHANGES	37

3.3 STATEMENT OF REVENUE AND EXPENDITURE	37
PART IV – WAY FORWARD	39
4.1 TRENDS AND CHALLENGES	40
4.1.1 TRENDS	40
4.1.2 CHALLENGES	41
4.1.3 STRATEGIC DIRECTION	42

STATEMENT FROM THE HON. CHRISTIAN HAROLD RICHARD DUVAL, MINISTER OF TOURISM

It is a pleasure for me to present the Annual Report of the Ministry of Tourism, reflecting the performance, progress, and outlook of Mauritius's tourism sector for the Financial Year 2024/2025.

Tourism continues to be a vital pillar of our economy, contributing 12% to Mauritius's GDP. In the year under review, the sector recorded a recovery of 3.8% in tourist arrivals, led by strong growth from the main markets including India, France, United Kingdom, Reunion Island, South Africa and Germany and from the emerging markets comprising Italy, Norway, Czech Republic and Poland.

Tourism earnings for FY 2024/2025 stood at Rs 96.6 billion, up from Rs 88.7 billion the previous year.

The global tourism industry experienced a strong resurgence in 2024, nearing pre-pandemic levels in both arrivals and revenue. This positive momentum has been observed in the second quarter of 2025, with steady growth across regions and an optimistic outlook, despite ongoing economic and geopolitical headwinds.

According to the latest UN Tourism Barometer, international tourist arrivals reached approximately 1.4 billion in 2024—representing a 99% recovery to pre-pandemic levels—with Africa surpassing those benchmarks.

Regionally and internationally, Mauritius has reinforced its leadership role by assuming the Chair of both the UN Tourism Commission for Africa (CAF) (2023–2025) and the Vanilla Islands Organisation (VIO) (July 2024–December 2025), following the unanimous extension of its mandate during the June 2025 VIO Annual General Meeting held in Madagascar.

Mauritius is also spearheading the VIO's review process by chairing its Marketing and Brand Positioning, and Réunion Island overseeing the Organisational Structure and Finance of the Organisation.

These leadership roles underscore Mauritius' position as a credible and proactive voice in regional and global tourism, while elevating our destination's visibility in both traditional and emerging markets.

Our commitment to sustainable tourism remains steadfast with an ambitious goal to attain Green Destination certification by 2030. Key milestones include Bel Ombre's anticipated inclusion in the Top 100 Global Sustainable Stories by December 2025, the Horizon.eco platform, membership in the Global Sustainable Tourism Council, and stakeholder training under the Global Tourism Plastics Initiative and Destination Zero Waste Programme.

Envisioning the future, tourism in Mauritius must be guided by a bold and sustainable vision, requiring a holistic strategy anchored in climate resilience, product diversification, innovation and value creation

across the tourism value chain. To that effect, the adoption of regenerative practices, smart technologies, and enhanced air and sea connectivity are key to our forward-looking agenda.

A strategic blueprint is essential to guide the sector through emerging opportunities—such as the rollout of e-gates at our airport—while tackling key challenges like labour shortages and environmental sustainability.

My Ministry will also support the development of a year-round high-season strategy, focusing on niche tourism segments such as cultural tourism and wellness retreats. This will help optimise visitor flows, enhance value creation, and reduce seasonality.

Success hinges on inclusive collaboration— the Government, private sector, and communities must work together to ensure that the benefits of tourism are broadly shared while delivering authentic experiences. With aligned strategies and shared responsibility, Mauritius is well-positioned to emerge as a resilient, competitive, and future-ready destination.

I am confident that our collective efforts will continue to build a resilient and inclusive tourism sector—strengthening Mauritius's global reputation and contributing to our nation's economic growth, social development, and environmental sustainability.

In closing, I extend my appreciation to the dedicated team at the Ministry of Tourism for the work achieved during the period under review. Your continuous effort, commitment, and teamwork are vital to achieving the national goals and targets of this Government, in boosting the tourism sector and for a service of excellence to be delivered.

I am pleased to be associated with the publication of the Annual Report of the Ministry of Tourism for the financial year 2024/2025. The report outlines the achievements of the Ministry in the fulfilment of its mission of making Mauritius a prime tourism destination and a leader in terms of quality tourism experience.

The year 2024/2025 has been marked by several challenges including geopolitical instability, rising prices, shortage of labour and the damages caused to our tourism assets as a result of climate change. Despite these constraints, the Ministry has maintained its unwavering commitment to enhance the attractiveness of the island and enhance its visibility as a top-class tourist destination in both our traditional and new markets.

In this respect, a panoply of initiatives has been undertaken. Among our key accomplishments for the year has been:

- (a) a boost in our tourist arrivals from 1,344,493 the past year to 1,395,537, representing an increase of 3.8%;
- (b) maintaining the attractiveness of our touristic sites; and
- (c) installation and upkeep of tourism signage panels to facilitate the movement of visitors around the island and better promote our inland and cultural tourism.

The latter two projects will be further pursued during the forthcoming year, which will also witness the introduction of a Tourism Bill to better regulate the Tourism Sector. The Tourism Bill will complement the Blueprint on the Tourism Sector, which is currently under preparation by the World Bank.

I want to highlight the contribution of the Minister of Tourism in these achievements and to thank him heartily for his leadership, trust and support all throughout. I also express my appreciation to all our development partners, stakeholders and staff who have worked with dedication to contribute to the Ministry's success. Our shared vision has been the cornerstone for the fulfilment of our common mission.

As we move forward, we remain committed to further consolidate our tourism sector so as to make it more attractive, resilient, vibrant, sustained, diversified and inclusive.

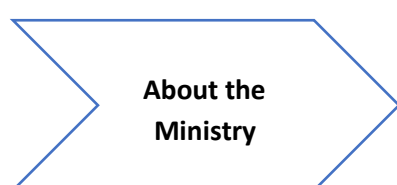
INTRODUCTION

The Annual Report on Performance of the Ministry is a statutory requirement in accordance with Section 4B of the Finance & Audit Act and has been prepared according to the guidelines issued by the Ministry of Finance. It gives an overview of the major activities carried out by the Ministry during Financial Year (FY) 2024/2025. It also enables an assessment of the resource utilisation by the Ministry in achieving the set targets with a view to meeting Government objectives.

The Report is a mechanism that promotes transparency and accountability in respect of resources provided by the National Assembly and services delivered thereon, and also comprises information for tourism stakeholders and the public at large.

The Ministry is committed to delivering quality service to its customers and creating an enabling environment for sustained tourism growth through the articulation of appropriate policies and strategies.

STRUCTURE OF THE REPORT

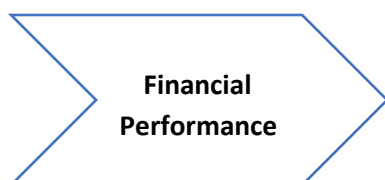


Part I outlines the vision, mission, roles and functions of the Ministry and parastatal bodies operating under its aegis. It gives a brief overview of the structure of the Ministry in pursuance of its policy making and service delivery objectives.

The parastatal bodies operating under its aegis and their key functions are also briefly presented.



Part II describes the major achievements and challenges of the Ministry for the previous financial year. The status on the implementation of budgetary measures pertaining to the tourism sector and key actions of the Ministry is also highlighted.



Part III summarises the financial performance of the Ministry in terms of expenditure under the different Headings/Sub Headings.



Part IV analyses the trend and challenges facing the tourism sector that may impact on the policy orientation of the Ministry. The strategic directions of the Ministry over the next three years are defined.

ABOUT THE MINISTRY



1.1 VISION, MISSION, AND STRATEGIES



- A leading and sustainable Island Destination



- To propel the tourism sector as a key engine of growth
- To enhance the visibility of Mauritius as a top-class tourist destination in traditional, emerging and new markets
- To broaden the tourism portfolio to include eco-tourism, spa and wellness tourism, cruise tourism, cultural tourism, business tourism and sports events



- To intensify the visibility of the destination
- To improve accessibility to the destination
- To enhance attractiveness of Mauritius
- To foster sustainable tourism development

1.2 ROLES AND FUNCTIONS OF THE MINISTRY OF TOURISM

The Ministry of Tourism is responsible for the formulation and implementation of strategies and policies for the harmonious and sustainable development of the Tourism Sector and the promotion of leisure for the benefit of the citizens and tourists.

The main roles and functions of the Ministry are to:

- assist in tourism planning through the development of tourism policies and preparation of long-term plan;
- support the development and upgrading of tourism structures and infrastructure
- work in close collaboration with all its stakeholders, including international organisations, for the development and promotion of sustainable tourism;
- appraise and monitor tourism projects;
- elaborate and implement standards, norms and guidelines for tourism activities;
- formulate legislation to regulate the tourism sector;
- create awareness on the importance of sustainable tourism development and support enterprises in their drive to be environmentally compliant;
- prepare and provide statistical data and information on tourism matters; and
- make leisure and recreational activities accessible and affordable to the population at large.

1.3 OVERVIEW OF THE MINISTRY

The Permanent Secretary is the Administrative Head and Accounting Officer of the Ministry and is responsible for the overall administration and general supervision of the different sections of the Ministry and for translating Government policies and programmes into action.

The Permanent Secretary is assisted in her duties by a Director Tourism Planning Unit, three Assistant Permanent Secretaries, one of them has been assigned the duties of Deputy Permanent Secretary, and officers of the Technical Cadre, comprising the Tourism Planning Unit and the Leisure Events Unit, the Financial Operations Cadre, the Human Resources Cadre, the Procurement & Supply Cadre, the Statistics Unit as well as officers of the General Services Cadre.

The Ministry of Tourism is manned by 89 staff. The organisation chart of the Ministry is at **Appendix I**.

Four Statistical Officers/ Senior Statistical Officers are posted on a full-time basis to the Ministry under the supervision of one Statistician who is based at the Statistics Mauritius.

One Assistant Systems Analyst/Senior Assistant Systems Analyst from the Central Information Systems Division (CISD) is posted on a full-time basis to the Ministry.

Moreover, one Safety and Health Officer from the Ministry of Public Service and Administrative Reforms serves the Ministry on a part-time basis.

The workforce of the Ministry boasts professionals with various backgrounds and diverse competencies and is committed to meeting targets set by Government for the development of the tourism sector.

The Technical Section consists of three units, namely:

▪ **The Land-Based Unit** is responsible for the management of land-based tourism activities across the island. Greening and sustainable development of the tourism sector remain the prime objective of the Unit. The Unit deals with, *inter-alia*:

- a. the appraisal of land-based projects related to the accommodation sector, restaurants, night clubs and private clubs, eco-tourism, among others;
- b. formulation of policies;
- c. monitoring of implementation of hotel projects;
- d. development of guidelines and Regulations for land-based tourism activities; and
- e. implementation of Capital Projects.

▪ **The Sea-Based Unit** promotes the sustainable development of sea-based tourism activities through the formulation and revamping of policies and strategies as well as guidelines and Regulations pertaining to nautical activities and pleasure craft. The Unit also aims at addressing potential user conflicts arising from numerous sea-based activities.

▪ **The Leisure Unit** is responsible for promoting leisure and recreational activities for citizens and tourists. The Section organises leisure events and activities at national level, provides assistance in terms of logistic support to other leisure-oriented organisations and collaborates with other Ministries and Departments for the organisation of leisure activities.

All funded vacancies in the departmental grades have been filled and forthcoming vacancies, that are likely to arise following retirement or otherwise, are closely monitored.

1.4 ABOUT OUR PEOPLE – STAFFING POSITION



SN	Name of Officers	Contact Details
1.	Mr. Jean Daniel Philippe LABONNE Permanent Secretary (until 21 January 2025)	Phone : 211 7930 Ext 356 Fax : 208 6776 Email : jlabonne@govmu.org
2.	Mrs. Indira RUGJEE Permanent Secretary (with effect from 22 January 2025)	Phone : 211 7930 Ext 356 Fax : 208 6776 Email : irugjee@govmu.org
3.	Mrs. Ishrat Bibi MOORABY Assistant Permanent Secretary (until 02 February 2025)	Phone: 211-7930 Ext. 224 Email: imooraby@govmu.org
4.	Mrs. Purvashee BANARSEE Assistant Permanent Secretary (until 17 December 2024)	Phone: 211-7930 Ext. 225 Email: pbanarsee@govmu.org
5.	Mr. Yash Rai KHEEDHOO Assistant Permanent Secretary acting as Deputy Permanent Secretary (with effect from 03 February 2025)	Phone: 211-7930 Ext. 224 Email: ykheedhoo@govmu.org

6.	Mrs. Choumbika JANKEE-ETWAREEA Assistant Permanent Secretary (with effect from 18 December 2024)	Phone: 211-7930 Ext. 225 Email: chojankee@govmu.org	
7.	Ms. Ruksha DOORGACHUN -GOPEE Temporary Assistant Permanent Secretary	Phone: 211-7930 Ext. 223 Email: rdoorgachun@govmu.org	
8.	Mr. Ashwin Kumar SEETARAM Director Tourism	Phone: 211-7930 Ext 335/336 Email: ashseetaram@govmu.org	
9.	Mrs. Sharmila NARAYANEN Principal Tourism Planning Executive	Phone: 211-7930 Ext. 348 Email: snarayanen@govmu.org	
10.	Mr. Rishi PURUSRAM Principal Tourism Planning Executive	Phone: 211-7930 Ext. 345 Email: rpurusram@govmu.org	
11.	Mrs. Paola LI SHUK KUNG-TOOFANY Senior Tourism Planning Executive	Phone: 211 7930 (Ext 339) Email: ptoofany@govmu.org	
12.	Mr. Beesham DWARKA Senior Tourism Planning Executive	Phone: 211 7930 (Ext 343) Email: bdwarka@govmu.org	
13.	Mrs. Chintamanee BISSUMBHUR SINGH Organiser, Leisure Events	Phone: 210-9151 Fax: 210-6225 Email: cbissumbhur@govmu.org	
14.	Mrs. Ummeeta GHUNOWA-RAMLALL Senior Leisure Events Officer	Phone: 210-9644 Fax: 210-6225 Email: uramlall@govmu.org	
15.	Mrs. Linda Tang Chow Siong CHEUNG HI YUEN Manager, Human Resources	Phone: 211-7930 Ext. 222 Email: lcheung-hi-yuen@govmu.org	
16.	Mr. Muhammad Amine MOHAMED Manager, Financial Operations (until 11 February 2025)	Phone: 211-7930 Ext. 233 Email: mamohamed@govmu.org	
17.	Mrs. Danon Lutcheemee TOOLS Manager, Financial Operations (from 12 February to 15 May 2025)	Phone: 211-7930 Ext. 233 Email: imoodelly@govmu.org	
18.	Miss Marie Fabiola PONNOO Acting Manager, Human Resources (with effect from 21 May 2025)	Phone: 214-3636/211-7930 Ext. 233 Fax: 208-6776 Email: mfponnoo@govmu.org	
19.	Mrs. Siong Mee CHAN CHIT CHEONG Assistant Manager, Procurement and Supply	Phone: 211-7930 Ext. 211 Email: schan-chit-cheong@govmu.org	
OTHER STAFF			
Tourism Planning Executive	9	Office Management Assistant	3
Tourism Enforcement Officer	1	Management Support Officer	29
Human Resource Executive	1	Confidential Secretary	4
Leisure Events Officer	2	Word Processing Operator	1
Principal Financial Operations Officer	1	Receptionist/Telephone Operator	1
Assistant Financial Operations Officer	1	Head Office Auxiliary	1
Procurement and Supply Officer/ Senior Procurement and Supply Officer	1	Office Auxiliary Senior Office Auxiliary	8
Office Management Executive	2	Driver	4
Office Supervisor	1		

1.5 GENDER STATEMENT

The Ministry commits to promote gender equity, equality, social justice and sustainable tourism development. Tourism policies, strategies and development of standards, norms and guidelines for all tourism stakeholders as well as the formulation of Regulations for tourism promotion and development adopt a gender-sensitive approach in the democratisation of the tourism industry.

1.6 TRAINING AND DEVELOPMENT

Training and Development is an important component of the Human Resource Management and is part of the overall strategy to nurture a culture of performance in the Public Service. It is critical for organisational development and competitiveness since it produces a positive change in the functioning of the organisation and enhances productivity.



The aim of training in Human Resource Management is to improve the required skills of the employees whereas the aim of development is to improve the overall personality of the employees.

The Human Resources Department is responsible for carrying out training needs analyses of the Ministry on a yearly basis. The staff of the Ministry are given opportunities for regular training to keep them abreast of new skills, trends and techniques.

Officers benefit from both generic and specific training. The objectives of the generic training programmes are mainly to increase the employees' sense of responsibility and accountability. Specific training programmes, on the other hand, aim at improving technical competencies and knowledge.

Overseas training and capacity building, sponsored by international organisations, are mostly extended to officers of the Technical Cadre of the Ministry and parastatal bodies operating under the aegis of the Ministry. These training and capacity building courses (workshops/seminars/conferences) purport to upgrade the technical skills, abilities and competencies of officers. International exposure helps the officers to broaden their horizon, learn international best practices and network with their counterparts from other countries.

An amount of Rs 200,000 was earmarked for the training of staff of this Ministry for Financial Year 2024/2025 and 97.07% of the allocated budget, i.e. an amount of Rs 194,150, was spent on training programmes, including a customized course on "AI Essentials for Enhancing Public Service Efficiency/AI in Government: A Practical Introduction" for officers of the Ministry which were conducted by the Civil Service College, Mauritius.

A breakdown of the number of officers who have attended training/ workshop/seminar during the Financial Year 2024/2025, is shown in Table 1 below:

Training/Workshops/Seminars	No. of Staff
Overseas	3
Local	61
In-house	30

Online - Overseas	11
--------------------------	----

Table 1: Training Courses

(ii) Tourism Authority

A total of **59** staff have attended training and development programmes during FY 2024/2025 as follows:

Tourism Authority	
Training/Workshops/Seminars	No. of Staff
Local	22
Inhouse	37
Online (Local)	-
Overseas	-
Online (International)	-

(iii) Mauritius Tourism Promotion Authority (MTPA)

Training and development courses have been provided to 27 MTPA staff during FY 2024/2025 as follows:

Mauritius Tourism Promotion Authority	
Training/Workshops/Seminars	No. of Staff
Local (Face-to-Face)	26
Local (Online)	1

1.7 COORDINATION COMMITTEE ON SEA-BASED TOURISM PROJECTS

A Coordination Committee on Sea-Based Tourism Projects was set up under the chair of the Ministry of Tourism comprising members from the Ministry of Housing and Land Use Planning, Ministry of Environment, Solid Waste Management and Climate Change, Ministry of Blue Economy, Marine Resources, Fisheries and Shipping, Ministry of Local Government and Outer Islands, Beach Authority, National Coast Guard, Tourism Authority, Mauritius Oceanography Institute and Economic Development Board.

The objectives of the Coordination Committee are to:

- i. examine sea-based tourism projects from promoters;
- ii. look into the implementation of the recommendations contained in the Master Plan for Management and zoning of lagoon for the tourism sector;
- iii. review existing nautical activities to protect our fragile ecosystem;
- iv. encourage innovation and eco-friendly nautical activities;
- v. advise on measures to enhance safety and security at sea; and
- vi. advise on policies and measures for the sustainable development of the sea-based sector.

For the period 2024-25, the Coordination Committee has examined and assessed 9 sea-based tourism projects and made recommendations taking into consideration, *inter-alia*, issues of safety and security at sea, protection of our fragile marine ecosystem and the sustainable development of the tourism sea-based sector.

Of the 9 sea-based tourism projects that were assessed, three projects have been approved and one has been set aside.

1.8 TECHNICAL COMMITTEE ON MONITORING OF HOTEL PROJECTS

The Technical Committee on Monitoring of Hotel Projects, set up under the chair of the Ministry of Tourism, reviews progress of different hotel projects and reports on the bottlenecks encountered during the implementation of these projects. In FY 2024/25, regular meetings were held with the Ministry of Housing and Land Use Planning and Ministry of Environment, Solid Waste Management and Climate Change. The Ministry liaises with the hotel promoters on a quarterly basis to update the database on hotel projects.

1.9 AUDIT COMMITTEE

The Audit Committee was set up under the chair of the Deputy Permanent Secretary of the Ministry and met on six occasions. The main objective of the Committee is to review the control and governance processes throughout the Ministry. The Committee also advises the Accounting Officer on corrective measures to minimise abuse and malpractices and follows up on the recommendations made by the National Audit Office and the Internal Control Unit to ensure that remedial actions are taken in a timely manner.

1.10 OCCUPATIONAL SAFETY AND HEALTH COMMITTEE

The Safety and Health Committee was set up under the chair of the Deputy Permanent Secretary of the Ministry. Both representatives of employees and employers form part of the Committee.

The objective of the Occupational Safety and Health Committee is to develop policies and measures for the enhancement of safety and health for officers and visitors at the Ministry.

1.11 GENDER CELL COMMITTEE

The Ministry has set up a Gender Cell under the chair of the Deputy Permanent Secretary to look into issues relating to gender mainstreaming in policies, strategies and programmes.

A three-day multisectoral training was organised by the Ministry of Gender Equality and Family Welfare from 07 to 09 April 2025 whereby the Gender Expert guided the gender focal points of each Ministry with respect to their Gender Policy Statement and the Terms of Reference for Consultancy Services.

1.12 ANTI-CORRUPTION COMMITTEE

An Anti-Corruption Committee has been set up under the chair of the Deputy Permanent Secretary, for effective implementation of the Public Sector Anti-Corruption Framework.

In FY 2023/24, the Ministry kickstarted consultations with the Independent Commission Against Corruption (ICAC) to conduct a Corruption Prevention Review (CPR) on the system and procedures for processing of land-based tourism projects.

The objectives of a CPR are to:

- (i) identify any systematic loopholes which may provide opportunities for corruption/malpractices;
- (ii) recommend measures to eliminate the identified corruption risks; and
- (iii) reinforce organisational integrity.

1.13 RISK MANAGEMENT FRAMEWORK

The Risk Management Framework for the Ministry sets out the overall architecture for management and mitigation of risks. The Departmental Risk Management Policy was signed and is available on the website of the Ministry.

A Risk Management Framework Committee has been set up under the chair of the Permanent Secretary, comprising all Heads of Section of the Ministry. A training session was conducted on 09 April 2025 to support the development of the Risk Management Framework for this Ministry. During the Risk Management Framework training session, officers were guided on how to complete the Risk Register, which includes details on risk identification, risk type, causes, potential consequences, likelihood and mitigation or minimisation actions.

1.14 MAIN LEGISLATIONS



The legal framework governing the Tourism Sector comprises the:

- Mauritius Tourism Promotion Authority Act 1996;
- Tourism Authority Act 2006; and
- Tourism Employees Welfare Fund Act 2002

These legislations, together with promulgated Regulations, provide the regulatory framework in relation to activities within the tourism sector with a view to ensuring that international standards are complied with and to sustain the development of Mauritius as a high-end and safe tourist destination is submitted.

1.15 OVERVIEW OF PARASTATAL BODIES UNDER THE AEGIS OF THE MINISTRY

There are three parastatal bodies which operate under the aegis of the Ministry. These institutions are responsible for the promotion of, Mauritius as a tourism destination, for the Regulation of tourism activities and for the welfare of tourism employees.

The roles and functions of each institution are highlighted as hereunder.



MAURITIUS TOURISM PROMOTION AUTHORITY (MTPA)

The Mauritius Tourism Promotion Authority was set up under the Mauritius Tourism Promotion Authority Act 1996. Its objectives are as follows:

- (a) promote Mauritius abroad as a tourist destination;
- (b) provide information to tourists on facilities, infrastructures and services available to them in Mauritius;
- (c) initiate such action as may be necessary to promote co-operation with other tourism agencies;
- (d) conduct research into market trends and market opportunities and disseminate such information and other relevant statistical data on Mauritius; and
- (e) advise the Minister on all matters relating to the promotion of tourism.

MTPA's role is to enhance the image of Mauritius as a prime holiday and up-market destination by consolidating our main markets, penetrating opportunity markets and exploiting niche segments in new markets.

Title	Contact Details
Director	Mr. Avinash Kanti Teelock Phone: 203–1934 Fax: 212–5142 Email: avinash@mtpa.mu



TOURISM AUTHORITY (TA)

The Tourism Authority was set up under the Tourism Authority Act 2006 to sustain the development of Mauritius as a high quality and safe tourist destination.

The objectives of the Tourism Authority are to:

- promote the sustainable development of the tourism industry;
- foster and encourage the conduct of activities in the tourism industry in a responsible manner in order to preserve the integrity of the Mauritian Destination;
- coordinate, support and interact with the organisations and institutions which promote the tourism industry;
- foster research for the effective implementation of tourism policies;
- promote public understanding and interest in the tourism industry;
- develop and implement tourism and tourism related projects; and
- promote coordination and cooperation between the public sector agencies and the private sector organisations engaged in the tourism industry.

The role of the TA is to regulate the tourism sector and ensure that tourism activities are conducted in an orderly and sustainable manner.

Title	Contact Details
Director	Mr. Louis Sylvain Méyépa Phone: 203–2601 Fax: 213–1738 Email: smeyepa@tourismauthority.mu contactadmin@tourismauthority.mu



TOURISM EMPLOYEES' WELFARE FUND (TEWF)

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to cater for the economic and social welfare of employees of tourism enterprises and their families.

The objects of the TEWF are to set up welfare schemes/projects and carry out such other activities as considered desirable for promoting the welfare of employees of tourism enterprises and their families. The Fund currently operates 10 schemes consisting of educational grants, social grants and soft loans to assist employees in improving their quality of life and meeting the educational expenses of their children. It also organises training programmes and leisure activities for the benefit of its members.

Title	Contact Details
Secretary	Mr. Soobeeraj Goorapah Phone: 211 – 4343 Fax: 213 – 5462 Email: tewfund@intnet.mu



Ecole Hôtelière Sir Gaëtan Duval (EHS GD)

The Ecole Hôtelière Sir Gaëtan Duval (EHS GD) operates under the aegis of the Ministry of Tourism since November 2019. The day-to-day management of the school is entrusted to the Mauritius Institute of Training and Development (MITD) while disbursement of grant is made by the Ministry of Tourism.

Title	Contact Details
Acting Training Centre Manager	Mr. Acharyadev Karmaraj Nosib Phone: 404 7200 Email: knosib@mitd.mu

ACHIEVEMENTS AND CHALLENGES OF THE MINISTRY



2.1.1 INDUSTRY PERFORMANCE

According to UN Tourism, international tourism has recovered to pre-pandemic levels in 2024.

With 1.4 billion international tourist arrivals recorded globally, 2024 marked the recovery of international tourism from the worst crisis in the sector's history. A majority of destinations welcomed more international tourists in 2024 than they did before the pandemic, while visitor spending also continued to grow strongly. [source: UN Tourism]

"Growth is expected to continue throughout 2025, recalling our immense responsibility as a sector to accelerate transformation and placing people and planet at the center of the development of tourism", as pointed out by Zurab Pololikashvili, UN Tourism Secretary-General.

Contribution of Tourism Sector to the Mauritian Economy

The contribution of the tourism sector to the Gross Domestic Product of the country remains significant. Tourism earnings FY 2024/2025 amounted to Rs 96.6 billion as compared to Rs 88.7 million the previous year.

In the year under review, the tourism sector recorded an increase of 3.8% in tourist arrivals by air from 1,344,493 to 1,395,537, as compared to FY 2023/2024.

The performance of the tourism sector for FY 2024/2025 indicates that the sector has recovered from the crisis of the COVID-19 pandemic.

Comparative Analysis of Tourist Arrivals - FY 2024/25 compared to FY 2023/24

In FY 2024-25, tourist arrivals from Europe which accounted for 63.8% of total tourist arrivals, reached 890,092 as compared to 865,303 tourists in FY 2023-24, representing a growth of 2.9%. Arrivals from France, our leading market which accounted for 24.0% of total tourists and 37.6% of the European market, increased by 2.1% to reach 335,083 in FY 2024-25. The following performances were observed for the other major European countries: United Kingdom (+6.3%), Germany (-8.7%), Switzerland (+0.1%) and Italy (+6.9%).

Arrivals from Africa, with a share of 22.2% of total tourist arrivals, registered an increase of 2.8% in FY 2024-25, to attain 309,239 tourists as opposed to 300,917 in FY 2023-24. The Republic of South Africa, which is among the top generating markets registered a decrease of 1.3% in FY 2024-25. Growth in tourist arrivals was observed in markets such as Reunion Island (+5.5%), Seychelles (+8.0%) and Kenya (+25.1%) whereas Malagasy Republic witnessed a decline of 0.2%.

Tourist arrivals from Asia, which constituted 10.3% of total tourist arrivals for FY 2024-25, increased by 12.7% to reach 143,148 compared to 127,066 for FY 2023-24. Arrivals from India increased by 18.4% to reach 65,548 tourists compared to 55,356 tourists for the previous financial year. Increases in tourist arrivals from Saudi Arabia (+4.3%) and United Arab Emirates (+3.0%) were noted.

Tourist arrivals from Oceania in FY 2024-25 decreased by 11.2% compared to FY 2023-24 due to a decrease from Australia by 11.7%. Tourist arrivals from the American continent increased by 16.4% in FY 2024-25 as a result of the performance of USA (+15.7%) and Canada (+13.6%).

Tourist arrivals in FY 2024-25, stood at 1,395,537 with arrivals mainly from Europe (France, United Kingdom and Germany as key traditional markets), followed by Africa (Reunion Island and Republic of South Africa) and Asia (India and Saudi Arabia).

In FY 2024-25, our top ten tourist generating countries, registered a growth of 2.4% as follows:

Country of residence	Tourist arrivals		% Increase
	FY 2023 - 2024	FY 2024 - 2025	
France	328,332	335,083	+ 2.1
United Kingdom	151,233	160,786	+ 6.3
Reunion Island	135,937	143,355	+ 5.5
Germany	126,173	115,230	- 8.7
South Africa, Rep. of	108,299	106,940	- 1.3
India	55,356	65,548	+ 18.4
Switzerland	35,156	35,176	+ 0.1
Italy	29,892	31,968	+ 6.9
Russian Federation	26,447	26,054	- 1.5
Saudi Arabia	21,312	22,236	+ 4.3
Total (top ten markets)	1,018,137	1,042,376	+ 2.4
All countries	1,344,493	1,395,537	+ 3.8

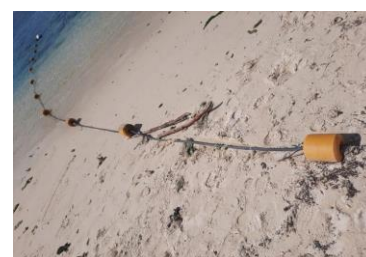
2.1.2 ZONING OF LAGOON PROGRAMME

Since 2007, the Ministry of Tourism has been carrying out the zoning of lagoon programme comprising the demarcation of various zones to separate the different activities being undertaken in the lagoon, namely swimming zones, ski lanes, snorkeling zones, speed limit zones, boat free zones, navigable passage and mooring zones. The objective behind the programme is to ensure greater safety and security at sea and to protect our fragile marine ecosystem and seascape.



An amount of **Rs 4 M** was earmarked for the Financial Year 2024/2025 for the zoning of lagoon project. Cleaning of swimming zones is being carried out every eight weeks in three regions, namely the North (Pereybere, Grand Bay, Mon Choisy, Trou aux Biches), the West (Flic en Flac, Wolmar) and the East (Belle Mare, Palmar, Trou d'Eau Douce).

In the aftermath of Cyclones Belal and Candice in 2024, extensive damage was recorded across the swimming zones managed by this Ministry, particularly in the Northern and Western regions of the island. The cyclones resulted in significant sand accretion and severe coastal erosion, leading to substantial alterations in beach topography at Flic en Flac, Trou aux Biches, and Mon Choisy.



Given the extent of the damage, it became necessary to identify new GPS coordinates for the relocation of the swimming zones to safer areas prior to the undertaking of any repair work. Accordingly, in May 2024, the services of the National Coast Guard (NCG) were enlisted to undertake an underwater survey of the affected zones. The objective was to evaluate site safety and ensure compliance with the Ministry's standard requirement of a minimum water depth of 1.5 meters for public swimming zones. The survey findings confirmed that some swimming zones no longer met this safety criterion.

Accordingly, the new specifications will be used to the relocation of the swimming zones with a view to upholding the safety and security of all sea users.

2.1.3 TOURISM SIGNAGE

Launched in 2007 with the guidance of the Singapore Tourism Board, the Tourism Signage Project continues to evolve, aligning with international standards and utilising UN Tourism icons. This initiative is designed to:

- Enhance the visibility of both inland and coastal tourist attractions, offering clear direction to visitors exploring our beautiful island.
- Provide essential information at key tourist sites, enriching the experience for both tourists and locals alike.
- Foster economic growth in remote areas by guiding visitors to less-travelled destinations, creating new opportunities for local businesses and communities.



Since 2007, over 450 directional and information panels have been installed across the island. These panels, vital for guiding both tourists and locals, have faced wear and tear due to accidents and vandalism, necessitating regular maintenance. For the Financial Year 2024/2025, the Ministry allocated Rs 4.6 million for the upkeep of 51 signage panels, which include:

- 49 panels on Routes 07 and 08 (Curepipe to Trou aux Cerfs & Botanical Garden), Flacq, Black River, Grand Port, Savanne, Plaine Wilhems, and Moka.
- 2 informations panels at Albion & Riviere des Galets.

The contract for the installation and maintenance of panels along Routes 07 & 08 was awarded to Moosun Signs Ltd on 19 February 2025. Works are underway and, are expected to be completed by August 2025.

2.1.4 BEST TOURISM VILLAGES BY UN Tourism

The Best Tourism Villages by UN Tourism was introduced in 2021. It is a global initiative to highlight those villages where tourism preserves cultures and traditions, celebrates diversity, provides opportunities and safeguards biodiversity. The Ministry of Tourism is the focal point for UN Tourism in Mauritius.

To participate in the BTV Initiative, villages must meet essential criteria such as low population density (max. 15,000 residents), a strong presence of traditional activities like agriculture or fishing, and a shared community lifestyle. Applications are evaluated across nine key areas namely cultural and natural resources, conservation efforts, economic, social, and environmental sustainability, tourism development, governance, infrastructure, and health and safety by an independent advisory board.

Mauritius has participated in the four editions to date and following the recognition of the villages of Old Grand Port and Le Morne in 2021, the villages of Grand Bay and Roches Noires have been recognised as Best Tourism Villages by UN Tourism in its fourth edition in 2024. The village of Cap Malheureux was selected for the Upgrade Programme, where it will receive support from UN Tourism and its partners to address identified gaps in development.

For the fifth edition in 2025, the Ministry of Tourism, after a consultative exercise, submitted the application for the villages of Bel Ombre, Souillac, Chamarel, Grand River South East (GRSE) and Trou aux Biches, for consideration as Best Tourism Villages. Results will be out in the last quarter of 2025.

2.1.5 VANILLA ISLANDS ORGANISATION (VIO)

The Vanilla Islands, a regional association formed in 2010 and made up of Réunion Island, Madagascar, Mayotte, Seychelles, Comoros, and Mauritius, was established to promote the Indian Ocean as a premier holiday destination. Celebrated for its rich diversity and commitment to sustainable tourism, the Indian Ocean region offers travelers an unforgettable blend of culture, nature and authentic island experiences.

The Annual General Assembly (AGM) of the VIO is held on a yearly basis whereby VIO Member States meet to:

- (a) review progress on activities undertaken by the VIO;
- (b) give an update on the tourism sector in their respective island; and
- (c) discuss forthcoming actions or projects to be undertaken by the VIO.

At the Annual General Meeting (AGM) of the VIO, held on 12 June 2025 during the International Tourism Fair Madagascar in Antananarivo, members unanimously agreed to extend Mauritius' Chairmanship mandate until December 2025.

During the AGM, it was agreed that in view of the dynamic nature of the tourism sector, there was a need to review the strategies of the association. In this respect, the orientations and strategic direction of the association would be defined only upon the finalisation of the review exercise and validation of the new proposed strategic direction for the Vanilla Islands.

It has been proposed that the following working groups be set up:

- a) Marketing strategy and brand positioning (Chaired by Mauritius)
- b) Organisational Structure and Finance (Chaired by Reunion)

The first virtual meetings would be held in July 2025.

2.1.6 GLOBAL TOURISM PLASTICS INITIATIVE

The Ministry of Tourism in collaboration with the United Nations Environment Programme (UNEP) and the UN Tourism, and with the support of the Tourism Authority and TUI Care Foundation, organised a 3-day training workshop within the framework of the Global Tourism Plastics Initiative (GTPI) from 25 to 27 November 2024 at the Ravenala Attitude Balaclava. With more than 230 signatories, including major players operating in Mauritius such as Rogers Hospitality, Accor (Sofitel),



Sunlife, Club Med, TUI Group, and WeRecycle, the GTPI supports tourism businesses in their transition to more sustainable practices.

The objective of the training workshop was to support regional capacity building efforts and imparting knowledge on strategic approaches for implementing impactful solutions to tackle plastic pollution through Capacity Building of Stakeholders and Train the Trainer Sessions.

The targeted audience included:

- a. Relevant line Ministries and Authorities;
- b. Tourism businesses (hotels and smaller accommodations and tour operators);
- c. Business Associations and Federations;
- d. Recycling Companies;
- e. Non-Governmental Organisations; and
- f. Education and Training Institutions.

The Ministry of Tourism and the Tourism Authority continue their efforts to make Mauritius a globally recognised sustainable tourism destination.

2.1.7 BLUEPRINT FOR THE TOURISM SECTOR

The Budget Speech for the Financial Year 2022-2023 stipulated that “For the future of the sector, a 10-year blueprint will be prepared”. The Ministry enlisted the services of the World Bank for the elaboration of the 10-Year Blueprint.

The overall objective of the 10-year Blueprint was to develop a long-term concerted roadmap which would provide a framework and strategic direction for tourism stakeholders to ensure the sustainable growth of the industry and to provide a clear and shared vision and direction to propel the tourism sector to a more sustainable growth path.

The blueprint is based on a rapid assessment conducted and supported by two missions to Mauritius by the World Bank, featuring extensive stakeholder meetings and workshops.

The Blueprint was underpinned by a collective vision of a more inclusive, green, and democratic tourism sector. Based on this direction, the Blueprint provides a pathway for a new Tourism Strategy and its implementation. The World Bank submitted the final report on 22 May 2024.

2.1.8 SENSITISATION AND AWARENESS CAMPAIGN ON DOLPHIN AND WHALE WATCHING INCLUDING SEA TURTLES LAUNCHED

The United Nations Development Programme (UNDP) and Marine Megafauna Conservation Organisation (MMCO), in collaboration with the Ministry of Tourism, Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries and the Tourism Authority launched a Sensitisation and Awareness campaign for dolphin and whale watching activity and protection and conservation of sea turtles in Mauritian waters on 31 July 2024 at the Holiday Inn Mauritius Hotel, Mon Tresor, Plaine Magnien.



The aim of the campaign was to disseminate information and sensitise pleasure craft operators, hoteliers, boathouse operators, tourists and students through the distribution of posters, flyers, brochures along the following themes:

- (i) sustainable Dolphin and Whale watching activity;
- (ii) different species of cetaceans in Mauritius;
- (iii) importance and protection of sea turtles; and
- (iv) health hazards associated with the consumption of sea turtles.

A video campaign was also launched in October 2024 onboard Air Mauritius aircrafts and the conveyor belt screens at Sir Seewoosagur Ramgoolam International Airport to target tourists arriving in Mauritius.



2.1.9 REVAMPING OF ECOLE HOTELIERE SIR GAETAN DUVAL

The tourism sector is facing an acute shortage of skilled labour and this is negatively impacting on the overall service quality. To maintain the image of Mauritius as an attractive destination offering a high level of service, there is need for the appropriate number of skilled employees to fill in these vacant positions in tourist enterprises. The Ministry of Tourism has embarked on the Revamping of Ecole Hoteliere Sir Gaetan Duval (EHSGD).

In this respect, the Ministry is working on the enlistment of the services of a Consultant or Consultancy Firm for the revamping of the EHSGD. The initiative aims to address the challenges posed by the current complex management structure and the need to enhance the structure and operations of the institution to ensure high-quality teaching and alignment with industry requirements.

The Consultant/Consultancy Firm will be responsible to prepare a comprehensive roadmap for the institution's revamping. This would include provision of recommendations on transforming the EHSGD, focusing on improving governance for better decision-making, strengthening industry links to meet evolving needs, addressing skill gaps and promoting careers in the tourism and hospitality sectors. An Expression of Interest (EOI) was launched on 29 May 2025 for that purpose and the closing date has been set on 10 July 2025.

2.1.10 FESTIVAL INTERNASIONAL KREOL EDISION 2024



The edition of **Festival Internacional Kreol (FIK) 2024** was organised by the **Ministry of Tourism and the MTPA**, scheduled from **12 to 22 December 2024**, comprising a series of activities to *show-case* the authenticity of the kreol culture through local music, arts, language, handcraft and cuisine while demonstrating the richness of our Mauritian culture.

The theme for this year's Edition of FIK was '**Kreolite Bote Nou Morisianism**'.

The Ministry of Tourism, in collaboration with the Mauritius Tourism Promotion Authority and Ministry of Arts and Cultural Heritage, organised the following events:

- ❖ **Opening of FIK & Sware Tipik;**
- ❖ **Sega Jazz & Sirandann;**
- ❖ **All Night Concert – Gran Konser;**
- ❖ **Festival Kiliner & Plato Dekouver bann artis local;**
- ❖ **Spektak Limour;**
- ❖ **Bann Lezand Sega;**
- ❖ **Viv Nou Lar;**
- ❖ **Regat, Festival Kiliner ek Artizanal ek Konser Mizikal**

Key Highlights and Activities:

- **Island-wide Reach:** Unlike previous editions, the 2024 festival extended its reach across the entire island, with events held in various locations. A "Festival caravan" even crisscrossed the island from 16 to 20 December, bringing Creole comedy shows to different communities, including underprivileged areas.
- **Diverse Program:** The 11-day festival offered an eclectic mix of events, showcasing various aspects of Creole culture:
 - **Opening Ceremony:** The festival kicked off on December 12 at the historically significant Le Morne Village Public Beach, a UNESCO World Heritage site, with an evening of traditional Creole festivities.
 - **Music:** Highlights included "Sega Jazz ek Sesion Sirandann" (Sega Jazz and Storytelling) in Trou d'Eau Douce, a "Gran Conser" (Grand Concert) at the Cruise Terminal in Les Salines, and "Bann Lezand Sega" (Sega Legends) in Curepipe. The festival's focus on Sega, the traditional Mauritian music and dance, was central to its musical offerings.

- **Culinary Arts:** A "Festival Kiliner ek Plato Dekouver bann Artis Lokal" (Culinary Festival and Discovery Platters by Local Artists) took place in Grand Baie, inviting attendees to savor local delicacies and experience Mauritian gastronomy.
- **Arts and Performance:** "Spektak Limour" (Comedy Show) brought laughter to various neighborhoods, while "Viv Nou Lar" (Live Our Art) in Rose-Hill celebrated visual and performing arts.
- **Grand Finale:** The festival concluded with a "Regat, Festival Kiliner ek Artizanal ek Konser Mizikal" (Regatta, Culinary and Artisan Festival, and Musical Concert) at Mahebourg Waterfront.

The Festival International Kreol 2024 emphasized sharing, unity, and the diverse facets of Mauritian Creole identity, extending its reach across the island and inviting international participation. These events collectively attracted around 72,000 participants.

2.2 PARASTATAL BODIES

2.2.1 TOURISM AUTHORITY



The Tourism Authority has strengthened its commitment to fostering sustainable development of the tourism sector through various actions, among which is the reinforcement of the Sustainable Tourism Unit with additional staff. Ongoing and new initiatives are being undertaken by the Unit.

Bel Ombre Green Destination Certification: Following the recognition of the Bel Ombre region as one of the Top 100 best sustainable stories in 2023, the Tourism Authority has been supporting the Bel Ombre Region to achieve the Green Destination Certification since November 2024. The certification process requires meeting 75 mandatory sustainability criteria across six themes: Destination Management, Nature & Scenery, Environment & Climate, Culture & Tradition, Social Well-Being, and Business & Communication. The certification fees are being covered by the Tourism Authority.

The journey towards the ultimate certification involves various stages among which, an Engagement Phase for report preparation and application for the Green Destinations Award, including an on-site audit and planning improvements based on audit recommendations.

Many meetings have been held with the stakeholders in Bel Ombre (both public and private sector, including NGOs) to accompany them in their journey for the obtention of their Green Destination Certificate as well as site visits of different natural, cultural and historical assets and protected areas in the region. The Certification process is currently in its data collection phase, whereby information is gathered from the stakeholders for report preparation. New stakeholders have also been identified during the process and further stakeholder engagement are also being carried out.

Collaboration with Organisation Internationale de la Francophonie (OIF): Following the development of a software, known as Horizon.eco, financed by the Organisation Internationale de la Francophonie (OIF), a new agreement was signed by the Tourism Authority and the OIF, on 11 October 2024, with the objective to include the development of an Application Programming Interface (API) to integrate certification bodies like Earth Check, Green Key, and World Travel Tourism Council (WTTC) onto the Horizon.eco platform. This integration aims to

streamline data entry processes, reduce redundancy, and facilitate operators' compliance with these certifications.

The Horizon.eco platform will serve as the central reporting tool, linking with the aforementioned eco labels to enhance user experience and promote widespread adoption as well as helping operators, including SMEs, in the tourism sector to access innovative technologies and adopt circular practices.

The Tourism Authority is currently negotiating with the developer regarding the development and integration of the APIs.

Global Sustainable Tourism Council (GSTC) Membership: The Tourism Authority has been a continuous member of the GSTC since 2022, showcasing its commitment to promoting sustainable tourism. As a destination member, the Tourism Authority had the opportunities to access conferences and webinars, supporting continuous learning from international best practices.

The **“Destination Zero Waste Programme”** (DZWPM) project is a collaboration between the Tourism Authority and the TUI Care Foundation, aiming to reduce waste, promote circular economy practices, increase awareness on plastic use and waste impacts on the environment and enhance sustainability within the tourism sector. The project also includes educational workshops in schools, awareness campaigns for the tourism industry professionals, clean-up campaigns, sensitisation campaigns in tourist sites, among others. With regards to the educational workshops in schools, another Agreement has been signed between the Tourism Authority and Reef Conservation.

A contract was signed by the Tourism Authority and Tui Care Foundation on 08 August 2024, with a grant of 150,000 Euro and the project will end on 31 July 2026.

In line with the Agreement signed between both parties, several activities have been carried out under this project as follows:

(i) Training workshop within the framework of the Global Tourism Plastic Initiative

The Ministry of Tourism in collaboration with the United Nations Environment Programme (UNEP) and the UN Tourism, and with support of the Tourism Authority and TUI Care Foundation, had organised a 3-day training workshop within the framework of the Global Tourism Plastic Initiative (GTPI) from 25 to 27 November 2024 at the Ravenala Attitude Hotel, in Balaclava.

The objective of the training workshop was to equip tourism sector stakeholders and value chain partners with practical solutions to reduce Single Use Plastic consumption in the context of the Mauritius' legislative, and to reuse, reduce, recycle and upcycle unnecessary plastics. The training workshop also had as goal to develop a pool of national trainers who can independently disseminate the knowledge and skills gained, ensuring sustainable and ongoing capacity building within the sector.

The target audience included relevant line Ministries & Authorities, tourism businesses (hotels & smaller accommodations and tour operators), business Associations and Federations, recycling companies, Non-Governmental Organisations, and Education and Training Institutions.

(ii) Workshop – Destination Zero Waste Programme Mauritius - “Rethinking Waste: Eco-Responsible Tourism Practices”

In line with the Government’s vision for a Destination Zero Waste by 2030, the Tourism Authority, in collaboration with the TUI Care Foundation, hosted a workshop under the theme “Rethinking Waste: Eco-Responsible Tourism Practices” on 27 May 2025, at the Mahatma Gandhi Institute in Moka.

Approximately, 50 industry stakeholders—including operators of tourist residences, guesthouses, and restaurants—gathered to reflect, deliberate, and take action on the pressing issue of waste management in the tourism industry.

Emphasis was laid that “*Rethinking Waste*” goes beyond managing garbage and requires a shift in mindset, systems, and operations to align with nature and sustainability principles.

Throughout the workshop, experts from institutions/NGOs such as the Food and Agricultural Research and Farei (FAREI), Reef Conservation, Mission Verte and Morivert shared valuable insights on waste reduction and practical sustainable practices which can be easily adopted.

(iii) Educational Workshops in Schools & Certificate Ceremony

In the context of the Destination Zero Waste Programme Mauritius, an Agreement was signed between the Tourism Authority and the NGO Reef Conservation on 01 November 2024, to carry out a training programme, including sensitisation campaigns, in at least 30 Eco-schools in Mauritius and Rodrigues (primary, secondary and tertiary) to educate students on waste management, environmental pollution issues and the circular economy concept. The campaign aims to empower young students to lead initiatives within the schools and communities, contributing to long-term behavioural change.

The programme has reached its completion and as part of the Agreement, Reef conservation, in collaboration with the Tourism Authority and Tui Care Foundation, shall organise an end-of-programme competition in three categories, that is for primary, secondary and tertiary schools where each school will have to develop a project or advocacy campaign on the theme of waste. The competition shall be launched in early July 2025, and the award ceremony is expected to be held in December 2025.

Licensing and Monitoring operations for the period July 2024 to June 2025

No. of Tourist Enterprise Licence (New)	60
No. of Tourist Accommodation Certificate (New)	10
No. of Pleasure Craft (Private and Commercial) Licence (New)	55- Private 4- Commercial
No of Skipper’s licence (New)	1,041
Total New Licences issued	1,170
No. of inspections carried out with respect to both land & Sea based activities	1,794
Established No. of Contraventions with respect to both land & Sea based activities	76

Promotional Activities

1. New Campaign in the Pipeline

The campaign '*Feel Our Island Energy*', launched in 2023, has effectively fulfilled its purpose. However, in the absence of a new campaign currently in place, it continues to be used in certain markets and promotional contexts. The tender process for the development of a new tourism campaign is underway, with submitted proposals from prospective bidders presently being assessed.

2. Strategic Sports Marketing and Global Visibility

The partnership, which delivered extensive international exposure, concluded in Financial Year 2023–2024.

3. Market Diversification and Regional Penetration

Tenders for the appointment of Public Relations (PR) agencies will be launched over the coming months, as part of the MTPA's strategy to enhance market responsiveness and efficiency. The objective is twofold: to consolidate performance in primary markets and to define tailored processes for market development based on their specific characteristics.

- Trade-led markets will follow a B2B-focused strategy, leveraging strong relationships with travel trade partners to sustain growth.
- Consumer-driven markets will be approached through direct-to-consumer campaigns, targeting end-users with high-impact branding and engagement.
- Emerging markets with demonstrated potential but limited direct connectivity will be promoted primarily through digital platforms, allowing Mauritius to build brand presence and stimulate demand ahead of air access improvements.

This revamped marketing approach will ensure that each market is addressed with a fit-for-purpose strategy, aligned with its maturity level, access, and demand dynamics.

The Eastern European market, which has shown positive returns in Financial Year 2024–2025, will continue to be actively supported. Public Relations Representatives appointed in Russia, Poland, Czech Republic, Hungary, and Romania have played a key role in generating inbound growth. However, there remains significant room to unlock further potential, particularly through deeper market activation and improved air connectivity.

The Nordic markets (Denmark, Sweden, Norway, and Finland) have demonstrated encouraging growth potential despite limited investment to date. These markets are well-connected to Mauritius through key international hubs such as Dubai, Istanbul and Paris, facilitating accessibility and supporting future expansion. The appointment of a single Public Relations Agency to manage all four markets, could be an option in the medium and short terms.

In parallel, a plan for consistent and targeted digital marketing actions is being developed to strengthen brand presence, stimulate interest, and drive conversion across the Nordic region.

A similar integrated approach is under consideration for the South-East Asian markets and China, where growth potential is strong but underexploited. The strategy would revolve around deploying a unified digital marketing framework tailored to local platforms and consumer behaviour, aimed at building awareness, generating leads, and nurturing long-term interest in Mauritius as a destination.

4. Cruise Tourism Recovery

While the cruise segment has shown signs of revival, the latest figures indicate that cruise passenger arrivals have declined sharply, dropping from 15,065 to 7,044, representing a decrease of -53.24%, especially with AIDA Blue ceasing its operation since January 2025. Joint efforts are being worked out with the Mauritius Ports Authority to bolster up arrivals from cruise, including focus on promoting the Vanilla Islands.

2.2.3 TOURISM EMPLOYEES WELFARE FUND

The Tourism Employees Welfare Fund was set up under the Tourism Employees Welfare Fund Act 2002 to provide for social and economic welfare of employees of tourism enterprises and their families. To this end, the TEWF has set up various social, educational, financial and welfare schemes to meet their welfare.

The main achievements of the TEWF for the year 2024/2025 are as follows:

Employees of the tourism sector benefitted from the following schemes:

(i) Educational Schemes

An amount of Rs 355,533 was disbursed under the educational schemes including training of employees, scholarship schemes and one-off educational grants.

(ii) Social Schemes

Rs 4,943,500 was disbursed for the one-off social grant for example Retirement Gift, Death Grant, Employee and Dependent Relative, Marriage Gift and Parental Gift.

(iii) Loans

Employees of the tourism sector contributing to the Fund are able to benefit from different types of soft loan for example (i) Multipurpose Loan (ii) Travel Loan (iii) Computer Loan and (iv) Educational Loan, up to Rs 50,000 at an interest rate ranging from 5% of 7.5 % per annum, repayable in 48 monthly installments. The total value of loans granted for the year 2024/2025 was Rs 4,130,000.

(iv) Welfare Activities for the Financial Year 2024/2025:

Mixed Pétanque Tournament	The TEWF organised a Mixed Pétanque Tournament on Sunday 01 September 2024 at the Boulodrome of Quorum at Plaisance, Rose Hill. 48 Teams participated in this competition.
TEWF Mixed Domino Tournament	22 institutions were enlisted for the TEWF Mixed Domino Tournament held on Sunday, 06 April 2025 at the Activity Hall of Coromandel Community Centre, Coromandel.
TEWF Badminton Tournament	The TEWF Badminton competition was held Sunday, 04 August 2024 at the National Judo Centre, Beau Bassin and 64 tourism enterprises participated in the tournament.

The Battle of the Barman Cocktail Challenge 2024	On 01 October 2024, the Tourism Employees Welfare Fund, in collaboration with École Hôtelière Sir Gaëtan Duval, organised the Battle of the Barman Cocktail Challenge 2024. This event highlighted the creativity and skills of professionals in the tourism sector, offering bar experts a stage to exhibit their mixology flair and craft inventive cocktails
Housekeeping Competition	The annual Housekeeping Competition, organised by the Tourism Employees Welfare Fund and École Hôtelière Sir Gaëtan Duval, was held from July to October 2024 under the theme "Welcoming Honeymooners." Each team comprised two members, including at least one female room attendant. A total of 18 hotels from across Mauritius took part in this event.
TEWF/MCA Best Chef, Best Pastry Chef's Challenge, and Best Cocktail Competitions	In collaboration with the Mauritian Chefs' Association (MCA), the Tourism Employees Welfare Fund hosted a culinary competition on 18 October 2024 at École Hôtelière Sir Gaëtan Duval. Aimed at Chefs and restaurant personnel, the event showcased four key categories: Best Chef, Best Pastry Chef, Best Service and Table Setting, and Best Cocktail, emphasizing outstanding talent in the culinary and hospitality sectors.
National Barista Competition 2024	The Tourism Employees Welfare Fund, in collaboration with SIP & CO LTD, organized the National Barista Competition 2024. The event kicked off with a one-day training session and preliminary round on Tuesday, 19 October at Ecole Hôtelière Sir Gaëtan Duval, where twenty participants took part. The top ten finalists moved on to the grand finale, held on Thursday, 21 November 2024 at La Pirogue Hotel. This competition provided a fantastic opportunity for baristas from various institutions to enhance their coffee-making skills and network with industry professionals.

(v) TEWF Regional Office Rodrigues

Sustainable Tourism Management Training Course - Rodrigues	The TEWF, in collaboration with Whitefield Business School, successfully delivered a 30-hour intensive training program on sustainable management for tourism enterprises in Rodrigues. This initiative was designed to strengthen the capacity of local stakeholders by providing them with practical tools and knowledge to effectively implement sustainable tourism practices within their organisations. A total of nineteen participants completed the full course and actively participated in all interactive components. The training concluded with a Certificate Award Ceremony on Monday, 02 December 2024, celebrating their dedication and accomplishments.
---	---

2.2.4 ECOLE HOTELIERE SIR GAETAN DUVAL (EHSGD)

The MITD Ecole Hôtelière Sir Gaëtan Duval (EHSGD), falling under the Mauritius Institute of Training and Development (MITD) and under the aegis of the Ministry of Tourism, is the main institution responsible for Technical and Vocational Education and Training (TVET) courses in Hospitality and Tourism in Mauritius.

The training centre was set up in 1971 and was formerly known as the Hotel School of Mauritius. Its creation resulted from a joint venture between the United Nations Development Programme, International Labour Organisation and the French Government with an aim to train employees in the tourism and hospitality industry.

ENROLMENT

- ***Full time courses***

The enrolment for Full Time and National Apprenticeship Programme (NAP) took place in April/May 2025. A total of 943 trainees were enrolled, out of which 476 were female.

- ***Part time courses***

15 Part Time courses were delivered in various fields such as Food Production, “Technique de service”, Hospitality, Pastry, Customer Service Excellence, Communication, Mixology, Housekeeping to the public, hotels, tourism, airport and Metro Express employees.

A total of 437 people were trained, out of which 272 were female.

- **OUTPUT**

An average consolidated pass rate of 91.7% was achieved for all award courses.

- **ACTIVITIES**

EHSGD participated in various activities such as World Chef’s Day, “Salon du Tourisme”, “Messe du Tourisme”, International culinary and cocktail competitions in India, and Open Days, Career & Job Fairs.

Krishna BANDHOO, student of National Certificate Level 4 in “Restaurant et Bar”, won the first prize in the **Mixology competition** organised by the Guru Nanak Institute of Hotel Management in Calcutta, India. There were participants from 40 countries.

In the context of their studies, two groups of students in Tourism and “Conciergerie” went on a study trip abroad in France in September 2024 and in Malaysia in April 2025.

2.3 STATUS ON IMPLEMENTATION OF KEY ACTIONS 2023/2024

Outcome		Outcome Indicator	Target 2024/25	Achievements as at 30 June 2025	Remarks
Mauritius maintained as an attractive and sustainable tourist destination		Tourist Arrivals	1,400,000	1,395,537	3rd Quarter 2024 – 326,251 4th Quarter 2024- 410,377 1st Quarter 2025 – 326,389 (Prov.) 2nd Quarter 2025 – 332,520 (Prov.)
Delivery Unit	Main Service	Key Performance Indicator	Target 2024/25	Achievements as at 30 June 2025	Remarks
Ministry of Tourism	Improve and diversify tourism products	Number of tourism signage panels maintained and upgraded	50	-	Contract for the maintenance of 52 tourism signage panels along routes 7 and 8 awarded on 19 February 2025 and the site was handed over on 22 May 2025. Expected completion date, as per the contract, is 13 September 2025. Works are ongoing.
	Improve safety and security at sea	Number of new zoning systems implemented	2	-	Zoning project is kept in abeyance due to resource constraints. Consultations are being made with Ministry of Environment on the taking over of the project by the Beach Authority.
Mauritius Tourism Promotion Authority	Market and promote the Mauritian destination	Number of Online Campaigns	550	650	
		Participations in fairs	13	13	
		Number of Roadshows	20	19	
Tourism Authority	Set up a sustainable Tourism Unit	Number of Licensed Operators	469	1206	Tourist Enterprise Licence - 60 Tourist Accommodation Certificate - 46 Pleasure Craft Licence (private) - 55 Pleasure Craft Licence (commercial) - 4 Skipper - 1,041
		Number of Licensed Tourist Establishment inspected	1,789	1,794	Land Based - 1,300 Sea Based - 494

	Sustainable Tourism Unit	Number of engaged operators on the Horizon.eco platform	500	24	The Horizon.eco platform is currently not operational as negotiations are still being carried out with the certification bodies (WTTC, Green Key and Earth Check) and the local service provider to integrate their APIs on the Horizon.eco platform. The aim is to streamline data entry processes, reduce redundancy, and facilitate operators' compliance with these certifications and encourage the adoption of circular practices.
		Number of Certified GSTC3 Operators	50	3	It is to be noted that the Blue Oasis Certification is a local certification awarded by the MSB and it is GSTC recognized. As per records at the MSB, there are only three tourist operators which have been certified. The Tourism Authority is working with the MSB to look into the possibility of integrating the APIs of the Blue Oasis Certification on the Horizon.eco platform so that the tourism operators may be encouraged to use the platform. With this initiative, it is expected that more tourist operators would be certified.
Ecole Hôtelière Sir Gaëtan Duval	Provision of training in the Tourism & Hospitality sector	Percentage of students who successfully completed courses	≥ 90 %	88.8%	581 out of 654 full time trainees have successfully completed courses.

FINACIAL PERFORMANCE OF THE MINISTRY



3.1 FINANCIAL HIGHLIGHTS



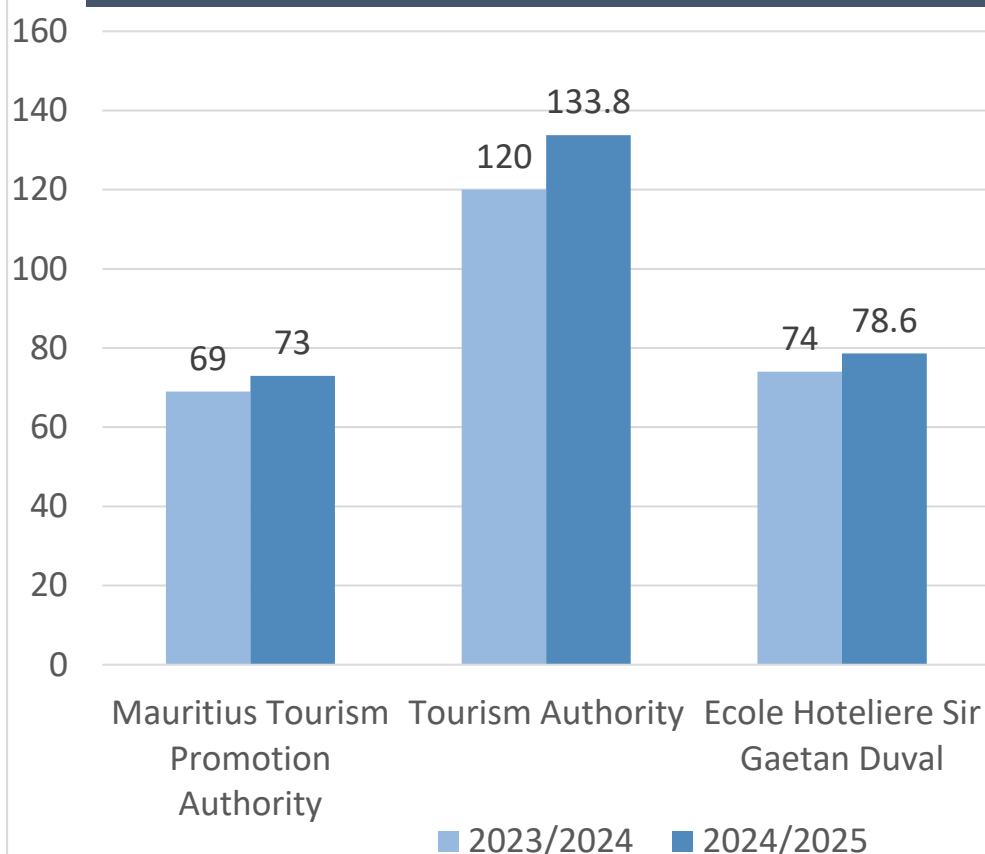
As per budget estimates, for Financial Year 2024/2025, the Ministry of Tourism has one vote under its control, namely: **3-3** Tourism.

3.2 ANALYSIS OF MAJOR CHANGES

The overall budgetary allocation of the Ministry of Tourism was Rs 384 million for the Financial Year 2024/2025, out of which Rs 285.4 M was allocated as Grant to Extra-Budgetary Units as follows:

Institution	Amount (Rs)
Mauritius Tourism Promotion Authority	73 million
Tourism Authority	133.8 million
Ecole Hoteliere Sir Gaetan Duval	78.6 million

ANALYSIS OF MAJOR CHANGES



3.3 STATEMENT OF REVENUE AND EXPENDITURE

Table 4.1: Statement of Revenue 2024/2025

STATEMENT OF REVENUE 2024/2025			
	2023/2024	2024/2025	2024/2025
Revenue	Actual	Estimates	Actual
Rs Million	Rs 000	Rs 000	Rs 000
Property Income	-	-	-
Sales of Goods and Services	-	-	-
Fines, Penalties and Forfeits	-	-	-
Miscellaneous Revenue	-	-	-
Total Revenue from property Income, User Fees and Other sources	-	-	-

Table 4.2: Statement of Expenditure 2024/2025

Statement of Expenditure 2024/2025

Head/Sub-Head of Expenditure	2023/2024 Estimates Rs 000	2024/2025 Estimates Rs 000	2024/2025 Actual Rs 000
Compensation of Employees	51,400	54,700	51,500
Goods and Services	51,500	25,300	19,012
Subsidies	0	0	0
Grants	266,600	289,000	116,722
Social Benefits	0	0	0
Other Expense	0	0	0
Acquisition of Non-Financial assets	12,500	15,000	8,769
Acquisition of Financial assets	0	0	0
TOTAL	382,000	384,000	196,003

The pie chart below shows the expenditure incurred during the last financial year.

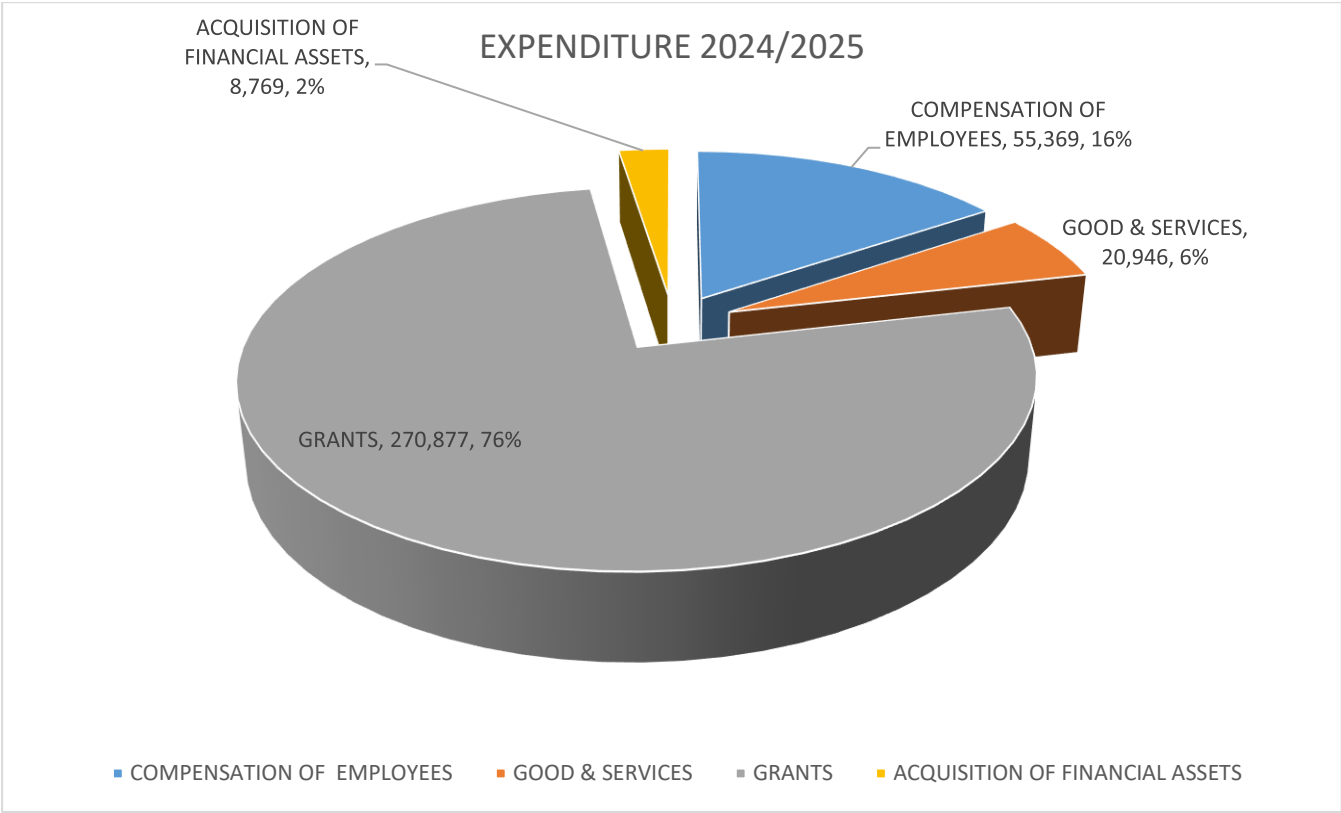
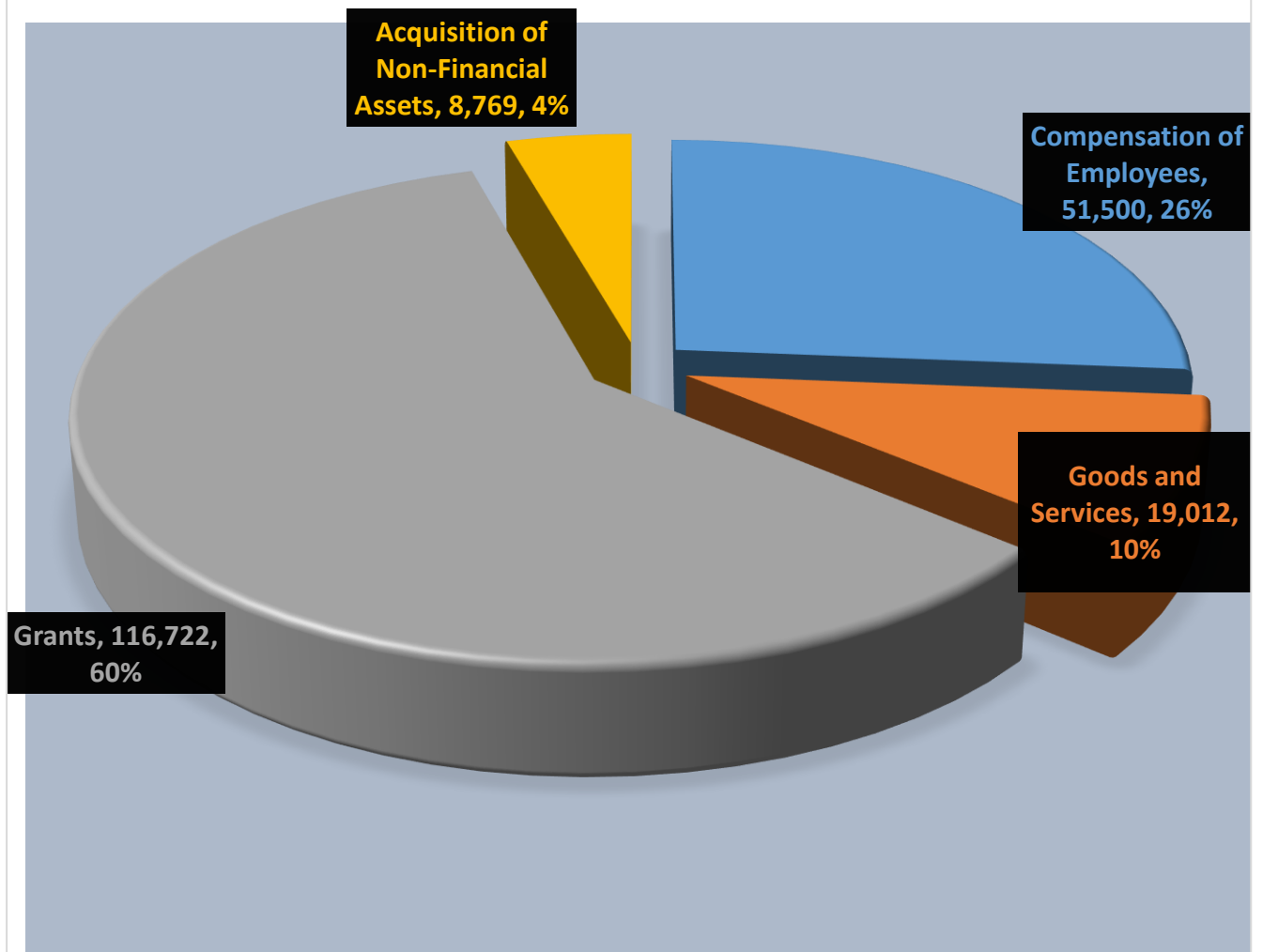


Figure 4.2 Expenditure 2024/2025

DISTRIBUTION OF EXPENDITURE FOR FY 2024/2025



WAY FORWARD



4.1 TREND AND CHALLENGES

4.1.1 TRENDS

Emerging Trends in Tourism

As a Small Island Developing State (SIDS), Mauritius relies heavily on its natural assets to support its tourism sector. However, the country faces key limitations, including restricted land availability, a high dependency on imports and increasing vulnerability to climate change, all of which constrain the sustainable development of its tourism offerings. In this context, key global and regional tourism trends are evolving as follows:

- **Sustainable and Regenerative Tourism**

For island destinations like Mauritius, sustainable tourism is a necessity rather than a choice. With growing demand for eco-conscious travel, Mauritius has the opportunity to position itself as a regenerative tourism destination, one that not only preserves but actively enhances its environment and supports local communities.

- **Ecotourism**

Ecotourism is rapidly growing as travellers seek sustainable, nature-focused experiences. Mauritius, with its unique biodiversity, protected parks, and marine reserves, has strong potential to develop ecotourism that supports conservation while offering authentic, low-impact experiences for visitors.

- **Climate-Resilient Tourism Development**

Facing rising sea levels, coastal erosion, and extreme weather, Mauritius must align tourism development with climate adaptation. As beaches, the core of its tourism product, are increasingly at risk, investing in green infrastructure, nature-based solutions and resilient planning are essential for long-term sustainability.

- **Technology-Enabled Smart Tourism**

Digital transformation is reshaping how travellers plan and experience tourism. With its strong connectivity, Mauritius is well-placed to adopt smart tourism tools such as AI-driven platforms, mobile apps and real-time visitor management systems, to offer convenient and personalised travel experiences.

- **Community based tourism**

Today's travellers seek authentic and meaningful experiences rooted in local culture. Mauritius, with its rich cultural heritage shaped by Creole, Indian, African, French, and Chinese influences, offers unique opportunities for immersive tourism through storytelling, homestays, culinary journeys and artisanal markets, amongst others.

- **Health and Wellness Tourism**

Mauritius is well-positioned to tap into the growing demand for wellness and medical tourism. With its existing infrastructure, the island can support wellness retreats, spa resorts, open-air yoga and quality medical services offering visitors a holistic and health-focused travel experience.

- **Digital Nomads**

The rise of remote work presents new opportunities for Mauritius. With its stable environment, high-quality infrastructure and attractive island lifestyle, Mauritius is well-placed to attract digital nomads through long-stay visas, coworking spaces and supportive lifestyle services.

- **Inclusive and Accessible Travel**

As inclusive travel is gaining global focus, Mauritius must enhance accessibility for persons with disabilities and the elderly, while ensuring local communities share equitably in tourism benefits.

- **Safety, Health and Hygiene Standards**

Health security is now central to travel decisions. As a remote island, Mauritius offers a naturally safe environment but must continue to strengthen its health infrastructure and ensure clear, transparent communication on safety measures.

- **Regional and Intra-Africa Tourism**

With rising global air travel costs, Mauritius should deepen tourism ties within the Indian Ocean and African regions. By leveraging its position in the Vanilla Islands and the African Union, the island can tap into regional travellers and diaspora markets for more resilient and sustainable tourism growth.

4.1.2 CHALLENGES

Despite the island's comparative advantages, Mauritius must navigate a number of persistent and emerging challenges to sustain tourism growth:

- **Climate Vulnerability and Environmental Degradation**

Coastal erosion, coral reef bleaching and freshwater scarcity present significant long-term threats to Mauritius' tourism industry. These environmental challenges directly impact key attractions and visitor experiences.

- **Geopolitical and Economic Shocks**

Mauritius is highly vulnerable to external shocks, including global conflicts, rising oil prices and inflation in key source markets, that can sharply reduce visitor arrivals and tourism revenue. As a long-haul destination heavily reliant on imports, these factors also drive-up operational costs and affect the overall competitiveness of its tourism sector.

- **Overdependence on some source markets**

Mauritius' heavy dependence on a limited number of key source markets, such as France, the UK, and Reunion Islands, heightens its vulnerability to economic downturns, policy changes, or travel restrictions in these countries. This concentration increases the risk of sharp declines in the number of visitors, whenever any of these markets faces challenges.

- **Risks of Overtourism**

With limited land and fragile ecosystems, unregulated tourism growth in SIDS like Mauritius, risks causing overcrowding and depleting vital natural resources, threatening the island's environmental health and long-term appeal as a destination.

- **Labour Shortages**

The tourism sector faces a shortage of skilled local workers, particularly in hospitality and guiding services. Heavy reliance on foreign labour creates operational challenges for businesses. Labour shortages also impact negatively on service quality.

- **Informal Operators**

In Mauritius, the growth of informal operators, particularly in the short-term rental market, poses significant challenges to existing regulatory frameworks and quality standards. This unregulated expansion can undermine safety, tax compliance and consistent service quality, making it harder for authorities to monitor the sector and protect both tourists and legitimate businesses.

- **Connectivity Constraints**

Mauritius' air and sea connectivity remains limited, restricting the ease and frequency of travel to and from the island. This limitation affects tourism growth by constraining visitor numbers, increasing travel costs and limiting direct access from emerging markets.

4.1.3 STRATEGIC DIRECTION

Mauritius' future tourism development must embrace sustainability, resilience, diversification and innovation. The following strategic pillars will guide the sector's transformation:

a. Advance Sustainable and Climate-Resilient Tourism Development

- Promote tourism models that balance economic growth with environmental protection by integrating climate adaptation, conservation efforts, and sustainable land use into all planning.
- Invest in green infrastructure, nature-based solutions and resource-efficient practices to address coastal erosion, biodiversity loss, and freshwater scarcity.

b. Diversify Markets and Strengthen Regional Partnerships

- Reduce reliance on a few traditional source markets by expanding into emerging markets, particularly within the African continent and Indian Ocean region.
- Leverage regional platforms such as the African Union and Vanilla Islands to boost intra-regional travel, diaspora engagement and resilience against global market shocks.

c. Promote Inclusive, Community-Based and Cultural Tourism

- Encourage tourism that benefits local communities by supporting homestays, local artisans and cultural experiences rooted in Mauritius' diverse heritage.
- Ensure inclusive access for persons with disabilities and the elderly, and prioritise equitable economic participation at the community level.

d. Foster Skills Development and Workforce Resilience

- Strengthen vocational training and upskilling programs in hospitality, guiding, and tourism services to reduce labour shortages and dependency on foreign workers.
- Align training with industry needs to improve service quality and ensure a resilient and professional tourism workforce.

e. Embrace Smart Tourism and Digital Transformation

- Capitalize on Mauritius' strong connectivity by adopting smart tourism solutions, such as AI-driven platforms, mobile apps and digital visitor management systems.
- Enhance the visitor experience through personalised services while supporting data-driven decision-making and business innovation.

f. Improve Governance, Regulation, and Connectivity

- Strengthen regulatory frameworks to address the rise of informal operators and ensure quality, safety and compliance.
- Enhance air and sea connectivity through new routes, regional agreements and infrastructure upgrades to improve accessibility and competitiveness, particularly as a long-haul destination.

g. Ecotourism and Inland Tourism to reduce pressure on Coastal areas

Develop ecotourism and inland tourism offerings that showcase Mauritius' natural landscapes, biodiversity and rural communities. By promoting attractions such as nature trails, waterfalls, agro-tourism and the rich cultural and historical heritage, the island can reduce pressure on coastal zones while distributing tourism benefits more evenly across the island.