



# PUBLICATION INFORMATION MANUAL

Prepared in terms of Section 53 of the Promotion of Access to  
Information Act 2018

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## 1. List of Acronyms and Abbreviations

- 1.1 “HOIH” Head of information Holder
- 1.2 “IC” Information Commission
- 1.3 “IO” Information Officer
- 1.4 “ATIA” Access to Information Act

## 2. Purpose of Publication Manual

This Publication Manual is useful for the public to:

- 2.1 Check the nature of the records which may already be available at the Tourism Department without the need for submitting a formal ATIA request;
- 2.2 Have an understanding of how to make a request for access to a record of the Tourism Department.
- 2.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 Know all the remedies available from the Tourism Department regarding request for access to the records, before approaching the information commission;
- 2.5 The description of the services available to members of the public from the Tourism Department and how to gain access to those services;
- 2.6 A description of the guide on how to use ATIA, as updated by the information commission and how to obtain access to it;
- 2.7 If the body will process personal information, the purpose of processing of personal information and the description of the categories of data subject and of the information or categories of information relating thereto;
- 2.8 Know if the Tourism Department has planned to transfer personal information outside the Republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 Know whether the Tourism Department has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### 3. Establishment of the Tourism Department

#### 3.1 *Objectives*

The objective of the Tourism Department of Seychelles is to strategically develop, promote, and manage Seychelles as a high-value, sustainable tourism destination by enhancing global competitiveness, increasing tourism's contribution to national economic growth and employment, safeguarding the country's natural and cultural heritage, strengthening destination branding and market presence, and fostering effective public-private collaboration to ensure long-term resilience and inclusive growth of the tourism sector.

#### 3.2 *Mandate*

The Tourism Department of Seychelles is mandated to plan, develop, promote, regulate, and sustain the tourism sector of Seychelles in accordance with national development priorities, Government policies, and applicable legislation, in order to maximise tourism's contribution to economic growth, employment, cultural preservation, and environmental sustainability.

## 4. Structure of the Tourism Department and Functions

### Structure

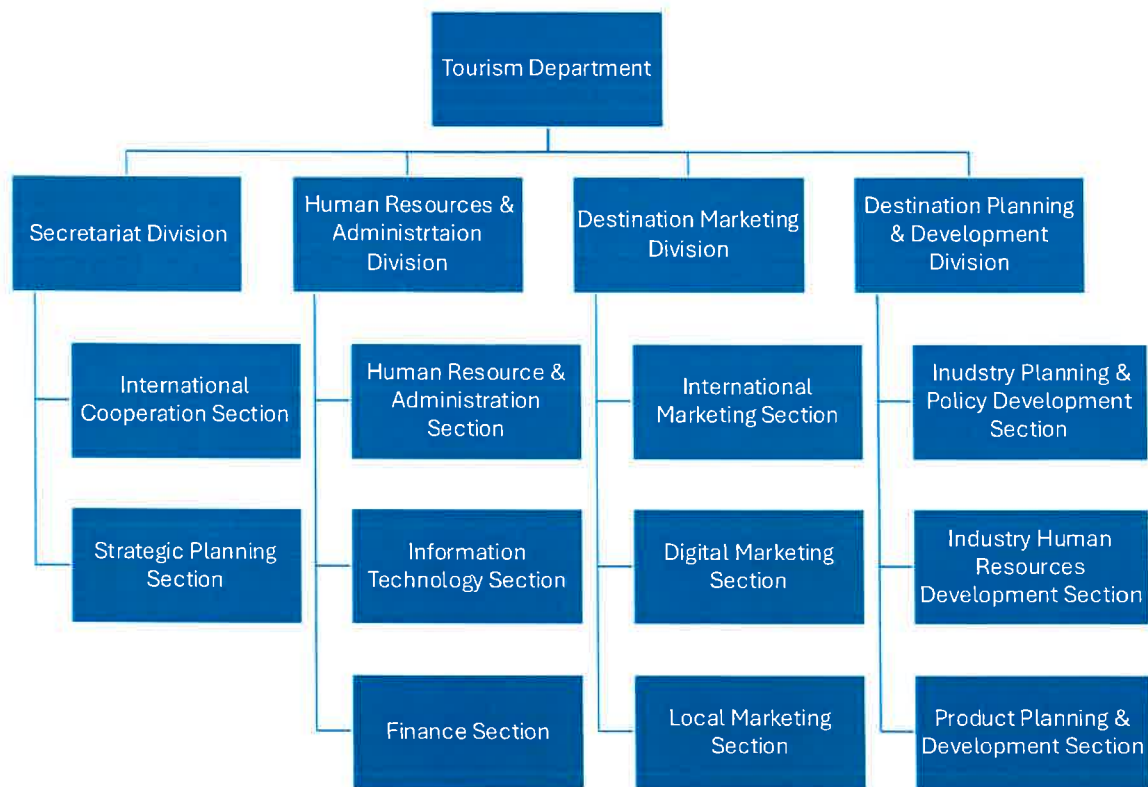


Figure 1: Tourism Department Organisation Structure

### Functions

To fulfil its mandate and achieve its objectives, the Tourism Department shall:

1. Formulate, implement, and review national tourism policies, strategies, and development plans.
2. Plan and execute destination marketing and promotional campaigns in priority source markets.
3. Conduct tourism research, data collection, market intelligence, and performance analysis to inform decision-making.
4. Support the development, diversification, and innovation of tourism products, including cultural, community-based, and niche tourism.
5. Facilitate stakeholder engagement with industry partners, associations, communities, and international organisations.
6. Promote human resource development, training, and professional standards within the tourism sector.
7. Monitor global and regional tourism trends and advise Government on emerging risks and opportunities.

## 5. Key Contacts details for Access to Information of the Tourism Department

### 5.1 Information Officer

**Name:** Ms. Jenifer Sinon  
**Tel:** 4671300/2724219  
**Email:** Jenifer.sinon@seychelles.com

### 5.2 Head of Information Holder

**Name:** Mrs Sherin Francis  
**Tel:** 4671300  
**Email:** Sherin.Francis@seychelles.com

### 5.3 Head Office Contact

**Postal Address:** P O Box 1262  
**Physical Address:** Botanical House, Mont Fleuri  
**Telephone:** 4671300  
**Email:** [info@seychelles.com](mailto:info@seychelles.com) or [pr@seychelles.com](mailto:pr@seychelles.com)  
**Website:** [www.tourism.gov.sc](http://www.tourism.gov.sc)

## 6. Descriptions of all remedies in respect of an ATIA or failure to act by the Tourism Department

- 6.1 Availability of a functional and updated corporate and destination website.
- 6.2 Active social media presence on LinkedIn, Facebook and Instagram.
- 6.3 Conduct of regular press conferences
- 6.4 Annual Stakeholders Consultative meeting
- 6.5 Strategy Meeting held every two years.
- 6.6 Appeal to the Head of Information Holder

## 7. Categories of records of the Tourism Department which are available without a person having to request access.

Categories	Document Type	Available on website	Available upon ATIA request
<b>Tourism Products Listings</b>	<ol style="list-style-type: none"> <li>1. Directory of licensed tourism products - Accommodation &amp; Catering, Tour Guides, Tourism Commission Agents, Tour Operators, Travel Agents, Hirecrafts, Dive Centres, Watersports, Glass Bottom Boats.</li> <li>2. List of graded hotels</li> <li>3. List of Seychelles Secrets graded establishments</li> <li>4. List of Sustainable Seychelles certified establishments</li> <li>5. List of sustainable Seychelles recognised establishments</li> </ol>	YES	YES
<b>Manuals</b>	<ol style="list-style-type: none"> <li>1. Multi-hazard preparedness plan for emergency response and evacuation – for medium and small businesses</li> <li>2. Multi-hazard information and guidance for Tourists.</li> <li>3. Emergency response plan – template - for large businesses</li> <li>4. Multi-hazard preparedness emergency response and evacuation for risk reduction - SOP guidelines and general procedures for leisure boat operators.</li> <li>5. SOP manual for large tourism businesses.</li> <li>6. SOP manual for medium and small tourism businesses</li> <li>7. Preparing for climate change in the tourism sector.</li> <li>8. Structural safety checklist</li> <li>9. Nonstructural hazards checklist</li> <li>10. A guide to tsunami for hotels</li> <li>11. Explanatory notes Seychelles Secrets criteria</li> <li>12. Explanatory notes for Hotel Classification</li> <li>13. Fact sheet climate change Seychelles</li> </ol>	YES	YES
<b>Regulations</b>	<ol style="list-style-type: none"> <li>1. Tourism Development Act 2019</li> <li>2. SI 76 – Tourism development (Vertical Integration) Regulations</li> <li>3. SI 102 2020 – Tourism Development (Accommodation Establishments) Regulations.</li> </ol>	YES	YES

	<ol style="list-style-type: none"> <li>4. SI 103 2020 – Tourism Development (Vertical Integration) Amendment</li> <li>5. SI 84 2023 – Tourism Development (Standards) Regulations 2023.</li> <li>6. SI 34 2025 – Tourism Development (standards) (Amendment) Regulations 2025</li> <li>7. SI 35 – Tourism Development (Accommodation Establishments) (Amendment) Regulations 2025</li> <li>8. SI 52 2023 – Environment Protection (Tourism Environmental Sustainability Levy) Regulations 2023.</li> </ol>		
<b>Forms</b>	<ol style="list-style-type: none"> <li>1. Incident Report Form</li> <li>2. Hazard incident Record form</li> <li>3. Emergency drill plan report form</li> <li>4. Climate change fact sheet</li> <li>5. Hotel Grading Application form</li> <li>6. Seychelles Secrets Application form</li> </ol>	YES	YES
<b>Criteria</b>	<ol style="list-style-type: none"> <li>1. Classification criteria for island resorts of 25 rooms and below</li> <li>2. Classification criteria for island resorts of 25 rooms and above. (Nov 2020)</li> <li>3. Classification criteria for hotels of 25 rooms and below.</li> <li>4. Classification criteria for hotels above 25 rooms</li> <li>5. Seychelles Secrets criteria for self-catering</li> <li>6. Seychelles Secrets criteria for small hotels</li> <li>7. Seychelles Secrets criteria for guesthouses</li> <li>8. Minimum criteria – New self-catering</li> <li>9. Minimum criteria – Change of use self-catering</li> <li>10. Minimum criteria – Hotel</li> <li>11. Minimum criteria - Guesthouse</li> <li>12. Minimum criteria – Restaurant</li> <li>13. Minimum criteria – Island Resort</li> <li>14. Minimum criteria – Studio Apartments</li> <li>15. Minimum criteria – Dive Centre</li> <li>16. Minimum criteria – Watersports</li> <li>17. Minimum criteria – Travel Agent</li> <li>18. Minimum criteria – Yacht Charter</li> <li>19. Minimum criteria – Boat Charter</li> </ol>	YES	YES
<b>Policies</b>	<ol style="list-style-type: none"> <li>1. Yacht Charter Policy</li> <li>2. Vertical Integration Policy</li> <li>3. Tour Operator Policy</li> <li>4. Tour Guide Policy</li> <li>5. Motorized Watersports Policy</li> <li>6. Restaurant Policy</li> </ol>	YES	YES

	<ul style="list-style-type: none"> <li>7. Tourism Accommodation Policy</li> <li>8. Boat Charter Policy</li> <li>9. Diving Policy</li> <li>10. La Digue Vision 2032</li> </ul>		
<b>Advisories, Guides &amp; Notices</b>	<ul style="list-style-type: none"> <li>1. S Seychelles emergency essential number</li> <li>2. Hairy caterpillar advisory</li> <li>3. Beach and safety guide</li> <li>4. Nature walks and trails</li> <li>5. Safety advice – tourist attraction Ros Sodyer</li> <li>6. Swimming safety tips for visitors in English, French, German and Italian.</li> <li>7. Cybercrime advisory – advisory on Phishing.</li> <li>8. Tourism Advisory tips against crime in English, French, German, and Italian.</li> <li>9. Safety and security guide for tourism businesses.</li> <li>10. Pre-qualification notice (classification)</li> <li>11. Pre qualification notice service providers for SEEP programme</li> <li>12. Change of Use public notice Jan</li> <li>13. Guideline to develop and emergency response plan</li> <li>14. Hazard in the tourism sector 2020</li> <li>15. HRM App tutorial guide</li> <li>16. Civil marriages involving two foreigners in Seychelles</li> </ul>	YES	YES
<b>Studies &amp; Reports</b>	<ul style="list-style-type: none"> <li>1. Tourism Master Plan Part 1 – Situational Analysis for a Sustainable and Responsible Tourism (updated 2018)</li> <li>2. Tourism Master Plan Part 2 – Destination 2033, A Strategy for Sustainable Tourism Growth.</li> <li>3. La Digue carrying capacity report</li> <li>4. Praslin and Mahe carrying capacity report</li> <li>5. Seychelles Cruise Sector Analysis (UNECA)</li> <li>6. Seychelles Sustainable Policy Framework 2024-2034</li> </ul>	YES	YES
<b>Statistical dashboards</b>	<ul style="list-style-type: none"> <li>1. Visitor Arrival 2022</li> <li>2. Visitor Arrival 2023</li> <li>3. Weekly visitor Arrivals 2024</li> <li>4. Monthly visitor Arrivals 2025</li> </ul>	YES	YES

## 8. Service available to members of the public from the Tourism Department and how to gain access to those services.

Services Available	How to Access the Service
<p>a. <b>Visitor Information</b> Providing reliable and up to date information to visitors and local stakeholders and partners.</p>	<p>All information is available on the Department's website: <a href="http://www.tourism.gov.sc">www.tourism.gov.sc</a> Or By visiting the Victoria Office at Independence House or Head office at Botanical House. Or By post: P O Box 1262 Or By phone: 4671300 Or Email: <a href="mailto:info@seychelles.com">info@seychelles.com</a> Or By contacting the following staff members</p>
<p>c. <b>Hotel Classification and Grading</b> Grading and classification of accommodation establishments as per established criteria.</p>	<p>Cindy Camille <a href="mailto:Cindy.Camille@seychelles.com">Cindy.Camille@seychelles.com</a></p>
<p>d. <b>SEEP (Small Establishment Enhancement Programme)</b> Providing assistance and guidance to establishment operating below the minimum standards for enhancement and improvement.</p>	<p>Cindy Camille <a href="mailto:Cindy.Camille@seychelles.com">Cindy.Camille@seychelles.com</a></p>
<p>e. <b>Website Listing/ParrAPI</b> The official destination website enables the listing of all tourism and tourism related business for free to awareness and visibility.</p>	<p>Nadine Shah <a href="mailto:Nadine.shah@seychelles.com">Nadine.shah@seychelles.com</a></p>
<p>f. <b>Lospitalite Lafyerte Sesel</b> An initiative aimed at enhancing the level and standard of service delivery in the tourism industry as well as tourism related sectors. Providing customer care training as well as targeted customized training for the industry looking at enhancing capacity of the labour force of the industry.</p>	<p>Diana Quatre <a href="mailto:Diana.Quatre@seychelles.com">Diana.Quatre@seychelles.com</a></p>

- g. **Sustainable Seychelles**  
A program aimed at ensuring the integration of sustainability and sustainable practices in the tourism industry and recognizing such efforts.  
Janice Bristol on [Janice.Bristol@seychelles.com](mailto:Janice.Bristol@seychelles.com)
  
- h. **Creole Rendez Vous**  
A program aimed at ensuring the integration of our historical and cultural heritage and values in the tourism industry to enhance the experience of visitors whilst in the destination and encourage visitor spending.  
Janice Bristol on [Janice.Bristol@seychelles.com](mailto:Janice.Bristol@seychelles.com)  
OR  
Lizanne Moncherry on [Lizanne.moncherry@seychelles.com](mailto:Lizanne.moncherry@seychelles.com)
  
- i. **Content Network**  
The establishment of a pool of skills needed by the Department in the designing, conceptualizing of its various PR, Promotional materials inclusive of photographers, videographers, copywriters  
Michel Agrippine on [Michel.Agrippine@seychelles.com](mailto:Michel.Agrippine@seychelles.com)
  
- j. **Advisory and Regulatory**  
Providing guidance and advice to investors and operators wanting to invest into the industry, this includes investment advice in terms of policy and the regulatory framework and operation in terms of criteria and process for licensing and operating businesses in the industry.  
Sinha Levkovic on [Sinha.Levkovic@seychelles.com](mailto:Sinha.Levkovic@seychelles.com)  
OR  
Keneth Tomking on [keneth.tomking@seychelles.com](mailto:keneth.tomking@seychelles.com) for landbased products  
OR  
Marie Antoinette Micock on [marie-antoinette.micock@seychelles.com](mailto:marie-antoinette.micock@seychelles.com) for maritime and other tourism related products

## 9. Public Involvement in the formulation of policy or the exercise of powers or performance of duties by the Tourism Department.

The tourism trade partners and key stakeholders from government, private and non-governmental have participated in all policies developed by the Tourism Department through workshops, sectorial or general consultative meetings, or visits and such practice will continue.

Additionally, the Department organizes an annual strategic consultative session with key stakeholders and partners, especially the tourism trade, to discuss its plans for the year ahead. Half way through the year a mid-year review with the same partners and stakeholders is also held to look at readjustments in line with growing industry trends.

## 10. Availability of the Manual

This Manual is made available in the following official language - English;

A copy of this Manual or the updated version thereof, is also available as follows-

1. On [www.tourism.gov.sc](http://www.tourism.gov.sc),
2. To any person upon request
3. To the Information Commission upon request

## 11. Updating of the manual

The Tourism Department will, if necessary, update and publish this Manual annually.

Issued by:



Jenifer Sinon  
Information Officer

Date 28/01/2026



Sherin Francis  
Head of Information Holder

29/01/26  
Date

