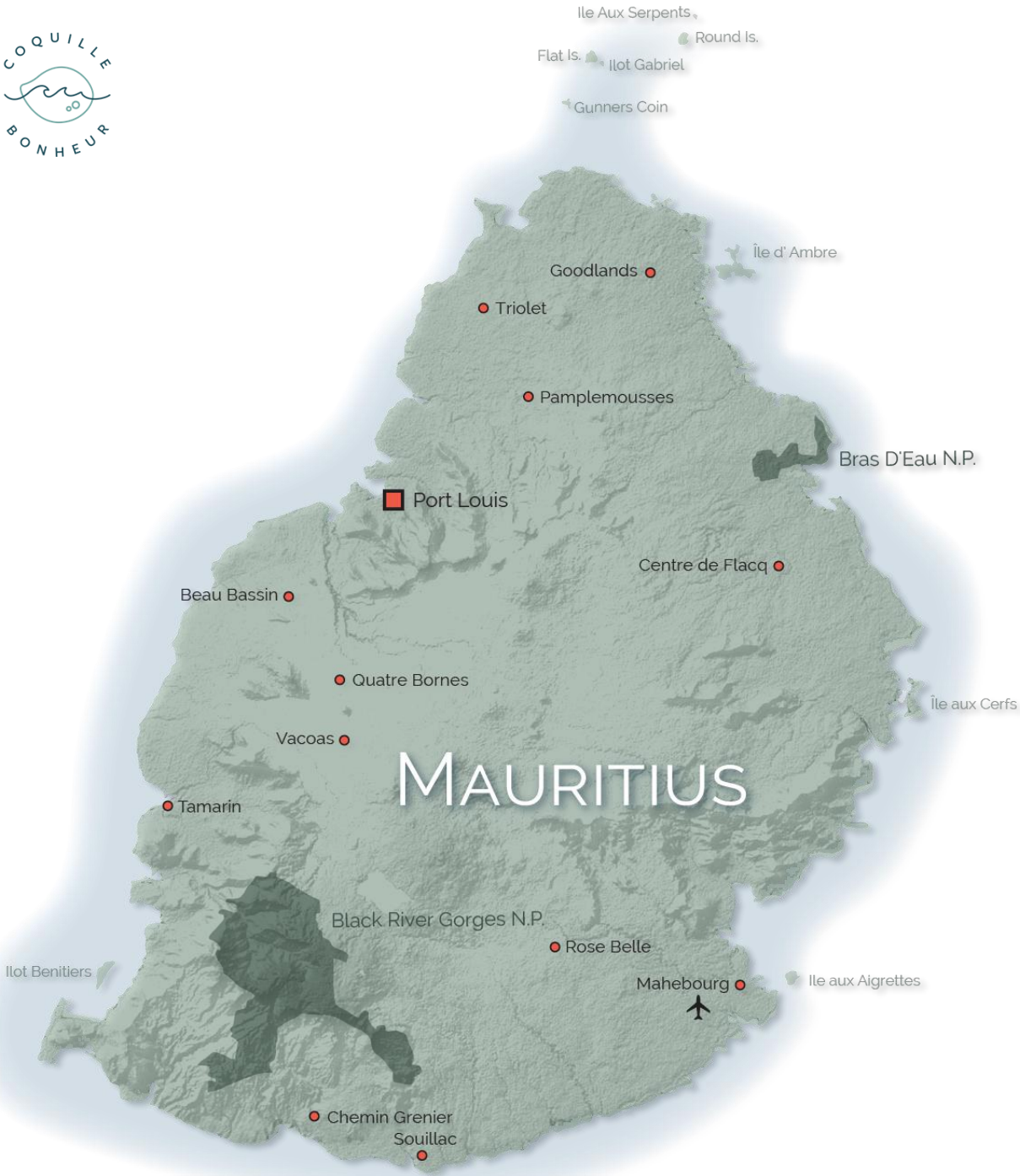




COQUILLE BONHEUR
PRESENTATION



QUICK FACTS

- Currency: Mauritian rupee
- Population: 1.266 million
- Location: Indian Ocean approx. 800 km of the East Coast of Madagascar
- Time Zone: GMT +04:00
- Area: 2040 km²
- Capital: Port Louis
- Official Language: English
- Mother Tongue: Creole derived from French
- Capital's calling code: +230
- Drives on the: left
- Religion: 51% Hindu; 30% Christian; 17% Muslim – 1% Chinese



MAURITIUS USP_s

- Eclectic mix of cultures, religions and natural beauty.
- Magnificent beaches, mountain peaks and dense rainforests
- Favourite spot for scuba-divers.
- Combine safari with beach experience
- A wide selection of accommodation to meet the needs and budgets of all market segments
- A wide selection of 18-hole championship golf courses
- A wide range of activities niche activities including golfing, kitesurfing, wind surfing and much more
- Tailor made excursions



MAURITIUS TRAVELLER TYPE

- Families
- Honeymooners
- Leisure travellers
- Solo travellers
- Retired travellers
- Business travellers
- MICE
- Eco-travellers
- Cruise travellers
- Sports & Adventure traveller



WHEN TO GO?

...all year round!

Seasons

Summer: October to April

Winter May to September

Temperatures

High: 30°C

Low: 17°C

Mild temperature all year round

When to go

Strong winds in July & Aug for the greatest pleasure of sailing and surfing enthusiasts

COQUILLE BONHEUR FACTSHEET



MISSION STATEMENT

To offer quality services with the greatest courtesy, in a sustainable and responsible way, to better understand, seize, live each moment intensely and serve you with happiness...



ESTABLISHED IN:
2006



NUMBER OF EMPLOYEES:
75 STAFF (Office, Airport, Guide, Driver)



NUMBER OF FLEET VEHICLES:
35 VEHICLES (Including electric and hybrid cars)



WEBSITE:
www.coquillebonheur.com

OUR PHILOSOPHY

- ❖ To create lasting partnerships with a limited number of discerning tour operators who share our values and vision.
- ❖ To achieve this we shall provide the most prestigious and gracious receptive services.
- ❖ Deliver to our guests different experiences with a bold approach and a taste for excellence

SERVICES

- ❖ Accommodation
- ❖ Car Hire
- ❖ Cruise Ship Handling
- ❖ Excursions
- ❖ Golf
- ❖ Meet & Greet
- ❖ Medical Tourism
- ❖ Transfers
- ❖ Weddings & Honeymoons
- ❖ Rodrigues & Reunion Island

COQUILLE BONHEUR - ABOUT US



Coquille Bonheur provides an extensive range of tailor-made products and services, and as a DMC, it provides the most prestigious, gracious, and responsible receptive services and delivers them in the most conscious way, with a vast choice of experiences, a bold creative approach, and a taste for excellence.

With the ever-needed focus on sustainability, Coquille Bonheur is accelerating considerably in its plans for the future of people and the planet.

We endeavour to protect the planet by reducing:

- ❖ Environmental impact by leaving the minimum footprint.
- ❖ We respect our fauna, flora, wildlife in their natural habitats.
- ❖ We support the local economy, respect the livelihoods of suppliers and artisans by paying a fair price.

Coquille Bonheur is **ISO 9001:2015** certified and follows quality assurance procedures to ensure clients receive excellent services and staff operate to high standards; "**Above All, We Care.**"

OUR TEAM

- ❖ Dynamic company with over 72 talented staff
- ❖ Building greater pride in our dedicated team
- ❖ Training at its best
- ❖ Confident, knowledgeable & proactive
- ❖ Empowerment Training
- ❖ Can – do – Attitude



Our Quality Assurance

❖ As a DMC we are certified ISO 9001 : 2015 and implement quality assurance procedures to ensure that our clients invariably receive the same excellent services and that all staff continuously operate to the same high standards; “Above All We Care”.

❖ This accreditation demonstrates our commitment to providing a high-quality and consistent service to our clients and our ongoing investment in technology, development and processes and procedures.

**REGISTRATION
SCHEDULE**

scope of registration

Receptive Operator

Coquille Bonheur Ltd

Company Name

33, Apollo Street, Roches Brunes Mauritius

Sites Registered

39	AJAEU/18/14693
<small>EAC</small>	<small>Certificate Number</small>
20th December 2018	N/A
<small>Date Original Registration</small>	<small>Date Of Re-registration</small>
19th October 2021	N/A
<small>Next Re-Audit Due Date</small>	<small>Revision Date</small>
N/A	N/A
<small>Previous Expiry Date</small>	<small>Expiry Date</small>


Alfonso Pagliuca, President & Founder, AJA Europe Ltd

This certificate is the property of AJA Europe Ltd Unit 5 Middle Bridge Business Park Bristol Road Portishead Bristol BS20 6PN UK and must be returned on request.

Our Fleet

LENGENDARY

COMFORT

SFT

SIC

FAMILY

LEGENDARY +

COMFORT +

ELITE





OUR SERVICES UPON ARRIVAL

LEGENDARY WELCOME

- ❖ Dedicated porter service
- ❖ Meet & Greet
- ❖ Eco cup upon arrival (Only biodegradable paper cups of water).
- ❖ Total assistance at Airport counter No 24 in the arrival hall (Special & Personalized Amenities and Complete information about your transfers and hotel).

ASSISTANCE UPON DEPARTURE

- ❖ Our procedures provide a prior to departure service and our team at the airport assures a seamless check-in upon departure taking care of luggage, guiding to the right check-in counter and assistance for registration.





EXAMPLES OF BRANDING & VISIBILITY





- ❖ Full assistance by our local dedicated representative during your stay
- ❖ Keep a log-book of any issues raised by clients & Immediately notify of any problem or serious complaint
- ❖ 24 / 7 hours customer service plus emergency numbers.
- ❖ Advice and recommendation on excursions; local festivals, restaurants...

ASSISTANCE DURING YOUR STAY





PORT LOUIS (CAPITAL)



THE NORTH COAST



THE SOUTH COAST





THE EAST COAST



THE WEST COAST





Coquille Bonheur

SUSTAINABLE COMMITTED AND RESPONSIBLE



Cultural Heritage



Paper Cup



Solar Panel



Green Project



Hybrid Cars



No more swim with
Dolphin & Turtle



Lucky Shell



ECONOMIC, SOCIAL & ENVIRONMENTAL ENGAGEMENTS



Equality



Solar Catamaran



Eco-Lodge



The Code



Collaboration
My Pop-Up Store



Collaboration
Polytechnics



Staff Welfare



OUR EXCURSIONS



MAURITIUS AND THE SENSES

Turquoise Lagoon
White Beaches
Mountains
Suga Cane
Festivals
Markets Stalls
Smiling People
Flowers
Sunsets

Sights

Sea Waves
Melodious Birdsongs
Silence of Nature
Sega Music
Call from Mosque
Tinkling of Bells

Sounds

Fresh Fruits
Spicy Foods
Sugar
Rum
Fresh Vegetables
Tea

Tastes

Molasses
Vanilla
Jasmine
Alamanda
Exotic Spices
Forests

Scents



AUTHENTICS EXPERIENCES



Buy Your Own &
Cook



Start Your Own
Fire



Tea Plucking



Build Your Own Rum



NATURE & ADVENTURE EXPERIENCES

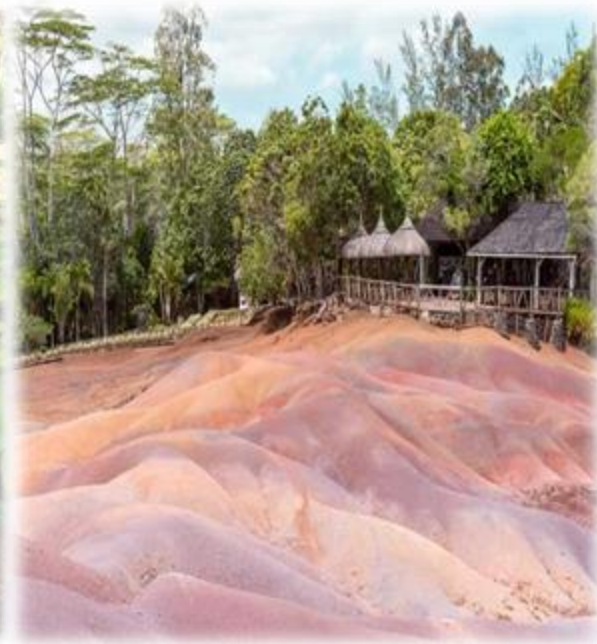
- Ebony Forest Hiking
- La Vallée De Ferney
- La Vallée Des Couleurs (Zipline)
- Ile Aux Aigrettes





LAND EXCURSIONS

- Tea Plantation
- Chamarel Waterfalls
- Pamplemousses Garden
- Chamarel 7 Coloured Earth





SEA EXCURSIONS

- Snorkeling
- Catamaran Cruises
- Kayaking
- Ilot Bénitiers





OTHER SERVICES





Wedding

- ❖ Planning Your Once in a Lifetime Event
- ❖ Handles Civil wedding formalities
- ❖ Offering Exceptional Venues
- ❖ Every detail according to your wishes
- ❖ Romantic & Special Escapades
- ❖ Honeymoon packages

Honeymoon

- ❖ Complete Assistance
- ❖ Personalized Welcome
- ❖ Tailor made excursions
- ❖ Romantic escapades
- ❖ Special Dinners set up





MICE (GROUP & INCENTIVES)

- ❖ Successfully managed Groups from 15 to 600 pax
- ❖ Effective Group Transportation
- ❖ Meet and Greet Service at the airport
- ❖ Dedicated Staff for Assistance
- ❖ Creative and Customized Tour Itinerary
- ❖ Unique & Authentic experiences
- ❖ Seamless operation round the clock
- ❖ 24hours Customer Service





CRUISE OPERATIONS

PIER / AIRPORT



Worldwide
Insurance up to 2M
USD



Cruise ships with
more than 3,000
passengers



Meet &
Greet



Luggage
transferred in
bonded trucks



Tours for over
1,400
passengers



Multi -
languages
guides



Transfers Embarking
& Disembarking





CONCIERGE SERVICE

- ❖ Entrust us with our mutual customers desires, and we will devote our time and energy to satisfying you.
- ❖ We will help you relive the wonder of discovery by creating a personalized itinerary.
- ❖ Our concierge service will take care of our mutual customers from the moment they arrive on the island until their departure.



Recognitions & Accolades

- ❖ Certificate of Completion - The Code's E-Learning - **2024**
- ❖ Golden Dodo 'Valuable Partner Award' from Air Mauritius - **2024**
- ❖ MS165:2019 Certification Sustainable Tourism (BLUE OASIS) - **2023**
- ❖ Thompsons Mauritius Valued Partner Appreciation Award- **2023**
- ❖ Gold Distinction Award Category of Tour Operator and Tour Guide of the Sustainable Tourism Mauritius Awards - **2022**
- ❖ Thompsons Holidays Preferred Supplier - **2018**
- ❖ Mauritius Best Employer Brand Awards - **2018**
- ❖ Susie Freeman Travel - Outstanding Services Award **2008 - 2018**
- ❖ Thompsons Holidays South Africa- **2017**
- ❖ Ile Maurice Tourisme Awards - Voted Best DMC **2017**
- ❖ DMC Platinum Award - **2016**
- ❖ Recognition of exceptional accomplishment by stopping the "swimming with the Dolphins" activity - Ile Maurice Tourisme info - **2015**
- ❖ DMC of The Year 2014- Ile Maurice Tourisme Info – **2015**
- ❖ Outstanding Service - Mauritius Holidays Direct – **2015**
- ❖ Excellent Partnership- Mauritius Holidays Direct – **2014**
- ❖ Outstanding service- Susie Freeman Travel – **2013**
- ❖ DMC of the year- Cullinan Outbound Tourism – **2012**
- ❖ Recognition of outstanding service by Bao Communication – **2011**
- ❖ Best DMC - Thompsons Holidays South Africa – **2010**
- ❖ Movenpick Best Seller Gold Award for the year 2009 – **2010**
- ❖ Service Excellence Award **2008, 2009 & 2010** - Costa Croisières
- ❖ Exceptional DMC Award for the Indian Ocean in June **2007** – Wildlife Safari





Thank you