



Préfecture de Mayotte

Cruises in southern Africa

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The lagoon island

MAYOTTE

Environmental Port Call



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ICONS

INTERESTS	 Marine Biodiversity	 History & Culture	 Botany & Geology	 People & Traditions
AVAILABLE	 Bars	 Snack	 Restaurants	 Toilets
LEVEL	 Suitable for Disabled	 Suitable for children 3 to 12 years	 Walking	 Physical Effort to provide

The 101st French Department

An original form of **hippocampus**, relaxing ylang ylang tree plantations and the largest double barrier reef in the world, Mayotte is unique, amazing and yet relatively unknown! Geologically related to the Comoros archipelago, "Khmor", literally meaning "the mountains of the moon," "**Maore**" would be of **Bantu** origin, the first inhabitants arrived from the East African coast.

Potteries show the arrival of Bantu and Swahili civilizations from the **8th century**. Persian glass and potteries from China also confirmed from the 9th century, Arabic-Shiraze merchants, sailing to the most distant lands by the Mozambique Channel, engaged in the trade of gold, ivory, feathers and slaves, and stopped in the bay "**M'ahote**" to obtain water, coconuts and mountain rice they found the best in the world.

Islam is developed around **1400**, newcomers appropriated all the land and build villages surrounded by fortified walls located on top of the hills to watch the **pirates and merchants ships** arrival.

In **1503**, the Portuguese called it the "Island of the Holy Spirit" and then map "Mahore" in 1527 to prevent it, as the barrier was perilous.

At the same time, **Sultan** Issa, arrived by dhow from "the country of Shirazi", marries Mam'Tsingo and settles in M'Tzamboro, the 1st capital of Mayotte. The oldest mosque in Comoros is built in **1566**, in Tsingoni where its old mihrab is still visible.

During the **16th century**, many European colonizers from Portugal, Holland, and France then England in the 17th century frequent the island, a period when the Malagasy arrive en masse in south, where the emergence of Chirongui and Poroani Kani Keli villages occurs.

From **1710**, the West India Company route is a major trade for spices and precious materials. The **Mozambique Channel**, first route chosen, along the Mascarene Islands to Zanzibar, is the heart of this crossroads of trades. Many **filibusters** and **privateers** were involved in this traffic, mostly **hidden in the Comoros** and the west coast of Madagascar; they plundered merchant ships of the King of France, England, and Portugal, as well as the residents of Southern Indian Ocean, who underwent their ruthless way of living.

Unable to resist the attacks of **slave raiders, pirates, warriors and Malagasy dynastic quarrels**, the Arabic-shiraze feudal system prevails in 18th century and the most noble seek refuge on the other small island with natural fortifications, Dzaoudzi.

In **1721**, a legendary ship having made provision for water and food in Mozambique en route to the Mascarenes. The "**Queen of the Indies**", the ship commanded by the **notorious pirate La Buse** was struck by a strong tropical storm and ran aground on the barrier "Majotta"... The cargo was never recovered, a search of the **mythic treasure of Olivier Levasseur** started around "île de France" (Mauritius), "île Bourbon" (Reunion), in the Bay of St. Marie in Madagascar, the Seychelles and continues even to this day, yet the Mahorese track has never been mentioned!

Around **1828**, a **Sakalava dynasty** from Nosy Be, imposes on the island Sultan Andrianantsouly becomes Sultan of Mayotte in May 1836, under the law of succession. In 1841, tired of the conflict between the Comoros sultans, he sold Mayotte to France, represented by **Captain PASSOT**, then Governor of Reunion Island.

In **1908**, the Comoros became a province "Madagascar and Dependencies" until 1946 when, Mayotte will get the status of the **French Overseas Territory (TOM)**.

Again confirmed by referendum in **1976**, the citizens of Mayotte declared their intention to remain a French Community Region. July **2001**, the new statute was adopted as **Departmental Collectivity**.

In March **2009**, Mayotte voted "yes" by majority in favor of **departmentalization**, Mayotte, the future 101st French Department will begin its process in **March 2011**.



Advantages of a cruise in Mayotte

An exceptional waterway

Viewing experience: deserted islands with white sand beaches, double barrier and passes through the coral reefs. Navigation in the caldera since the northern pass is a great place to enjoy from the outer decks, sometimes with the company of hundreds dolphins crossing the bows of the ships ..

An unspoilt biodiversity

A true spectacle of nature where wild animals in their natural environment interact beside you : 14 species of marine mammals, bird colonies and endemic fauna. Ecosystems are fragile and subject to quotas, an astonished biodiversity.

Landscape shaped by volcanoes

Reliefs of lateritic coastline and cultivated valleys, rare geological formations: maars, padza, tombolo crater of emerald waters, etc.. The coral stone, black preachers of the land, contrast with beaches of coral sand and glitter volcanic sand, a feast for the eyes.

1st Marine Park Overseas

French protected marine area, the reserves of Mayotte Marine Park are extraordinarily well preserved and an envied underwater paradise.

Villages preserved from modern times

Mayotte villages have emerged through over 900 years of history, cultural influences and invasions. Mamoudzou, capital and economic center rivaling the ancient capital as Tsingoni, religious center or Dzaoudzi intimately linked to French history. Urbanization is gaining but not yet reached the villages and the bush where many houses are still in tin or mud.

A little hideout of West India Company

A historical pirate hideout, the island has been visited during the 17th and 18th century by the great European navigators anchoring in M'Tzamboro then Tsingoni for trafficking of precious commodities and slaves.

A tradition of hospitality

People of festivities and traditions, Mayotte warmly welcome their guests, colored by the singing of women, their lambas shimmering on the playful rhythms, inviting visitors to share a moment of enthusiastic local folklore.

Francophonie in Southern Africa

A unique human experience in the southwest Indian Ocean, mestizo traditions across the southern basin, driven by the insular lethargy and the French "zeal ". A true cultural mosaic for this French Department bringing out a new wave of mahorese artists through the French language.

Cosmopolitan culture and identity

A matriarchal culture, steeped in ancestral rites of the Swahili coast of Kenya, African and Malagasy beliefs. A typical way of life, tinged with tradition introduced by the Sunni Arab-Persian. Islam here is "tropical", very tolerant religion practiced by 95% of the population.

Ecotourism made in Mayotte

Wilderness trips accessible to all: boat trips, wildlife observation, meeting with local life and hiking. All visits are at the heart of an exuberant nature in the company of experienced guides who inform of the protocols for protecting the fauna and flora during the visit.

Excursions with true sensations

Dolphin Safari, salt harvesting, distilling ylang flowers, sugar mill ruins, hiking and snorkeling, historical and religious heritage... The tours are varied and are distinguished by the authenticity of the island and its people, real news and unforgettable experience.

A touch of African flavors

An amazing experience of flavors and culinary practices of southwestern Indian Ocean: "Mabawa" grilled chicken wings, "mataba" cassava leaf cooked in coconut milk, swordfish, tropical fish grilled in combava... The mahorese cuisine is a new experience, to be enjoyed in many restaurants on the island.

A must-stop in Southern Africa

At 250km from the western of Madagascar, 70 km from the south-west islands of Comoros, Mayotte, geologically connected to the “archipelago of the moon” consists of two main islands, Grande-Terre and Petite Terre, and several small islets. Its inhabitants are called **Mahorese**. It has the **2nd highest density of overseas territories**, just after St. Martin, with 499 inhabitants/km².

Its geographical location makes it a **first choice stopover** for cruise ships traveling between Cape Town and Mombasa and from the Seychelles.

The island of **376 km²** is 40 km at its greatest length from north to south and 20 km wide on average.

Its contours looks like a **form of hippocampus**, cut by capes and bays, highlighted by three mountains: Mount Benara peaking at 660m, Mount Choungui at 596m and the Mont Combani at 477m. Plains following the **forested and mountainous region** are very fertile.

Mayotte is the 101st French Department and the **5th in Overseas** with Guadeloupe, Guyana, Martinique and Reunion.

A port call of choice between Mauritius and Kenya

Very friendly distances for cruises, navigation can be completed in a single night from Madagascar, one to two days at sea from Zanzibar or the Seychelles.

Such an environment is clearly a key asset for Mayotte.

Nosy Be	195 nautical miles
Mombasa	608 nautical miles
Port Victoria	801 nautical miles
Le Port - Reunion	896 nautical miles
Port Louis	939 nautical miles

4 benefits of Mayotte Port!

Its authentic culture and the diversity of the activities, separate the island from all other port of call in the region, offering a unique experience.

Its harbor with calm waters and coral belt puts it safe from hurricanes.

Anchoring in Mayotte is to :

- **Protect** ship quickly in case of bad weather or hurricane warnings in the area,
- Offer to practice **maritime activities** in calm waters with rich marine life,
- Diversify the itineraries with an **authentic** and unique island in the Indian Ocean
- Offer to visit the **most "African" French Department** while discovering an **unspoiled** nature, still unaffected by mass tourism



The environmental touch of your itineraries

Mayotte is an original and distinct stopover from other Indian Ocean ports, its main strengths: an **exceptional natural heritage** and local culture easily satisfies **tourist tastes** looking for **authentic thrills and novelties**.

If passengers have a clear representation of the other destinations, **Mayotte emerges as the ultimate "Natural call"**. It is therefore complementary to other ports proposed by the owners because it adds an **environmental interest** to the various attractions offered by a cruise in the Indian Ocean.



Mayotte
Marin Nature Park
Wildlife
Islands with white sand
Ylang, vanilla, pepper
African and cosmopolitan culture

Seychelles
Dream
Postcard
Farniente
Luxury

Mauritius
Seaside
Mauritian cuisine
Tropical gardens
Paul & Virginia
Hindu Architecture

Madagascar
Artcraft
Traditions
Ambiance
Lemurs

Reunion
Volcano
Cascades
Rum & Bourbon vanilla
Creole Cuisine
West Indies Company

Mauritius has built its reputation on its hotel service, the Hindu culture and cuisine;

The **Seychelles** responds to dream and luxury that inspires its idyllic beaches;

Reunion Island brings a historical dimension to the itineraries in addition to its mixed cultural heritage, its sites and delicious Creole cuisine;

Madagascar is appreciated for its traditions, its atmosphere, and of course its tremendous craft.

Mayotte responds by herself to the needs of **authenticity and excitement** of day visitors, who may be impressed by the rich marine heritage, offering an unforgettable **"Nature spectacle"**. It is also a land of **African inspiration** with **ancestral Swahili traditions**, from Kenyan coast, mestizo by the **Malagasy culture**.

Added to these advantages, a recent interest in **local products** of high quality: **ylang-ylang, vanilla and pepper** of Mayotte among the **best buys** of the call.

Heritage Interests



NATURAL HERITAGE

It is distinguished by its **rich biodiversity**, its **ecosystems** and its **rainforest**.

The natural heritage of Mayotte is a real **ecological treasure** to be preserved: rivers, mangroves, sea grass, **endemic flora and fauna**, geological or underwater features, the heritage of this destination is one of the most acclaimed in Indian Ocean.

If **sustainable development** is now a major focus for its preservation, the entire island lends itself to environmental actions and development of a strong ecotourism through its natural sites and activities, both land and sea.



ETHNOGRAPHIC HERITAGE

With the gradual integration of French culture, the **arts and popular traditions** becoming more developed, a necessary **contrast** to assert unique cultural **identity** of Mayotte in the Indian Ocean.

Crafts, colorful costumes, music and rhythmic as the M'Biwi dance, or like the "DEBAH" dances animated by the grace of women, here through **ritual festive** gathering, families, friends, neighbors, in a **friendly share** with visitors.

Ethnic diversity through the centuries has produced a unique cultural heritage in Mayotte imprinted with a **remarkable authenticity**!



HISTORIC HERITAGE

Whether it be the ruins of **sugar mills** from the 18th century, the wreckage of the **West India Company** or the recent **archaeological excavations** revealed the remains of the 14th century urban and ceramics of the 13th century, the historical heritage of Mayotte is a **revelation** which offers real surprises.

The uniqueness of the architecture is also part of this exceptional heritage, the **foundations of fortified villages**, the Tsingoni **mosque**, 900 year-old whose coral lime mihrab raises the Arab-Persian presence or habitat tradition: the bangas, **mud huts**, including a **mud mosque** on the beautiful Hamouro beach.



MARITIME HERITAGE

Huge natural aquarium where marine life lives harmoniously in the heart of falling, sea grass and reefs.

The underwater view offers real **sensations** and unprecedented astonishment.

About **83** white, black or tan sand **beaches** divide the coasts of the island; many serve as spawning grounds for **sea turtles**.

About **30 deserted** and protected **islets** embody the image of the heavenly coveted azure lagoon which flows to an **Eden of white sand** ...

A natural, authentic and « ultra » marine port of call!



Current tourism events in Mayotte

EDEN 2010 National ranking contest

Mayotte 4th European Destination of Excellence

Pilot project since 2006 lead by the European Commission, EDEN (European Destinations of Excellence) 4th Edition Contest was on the theme: "Tourism and surface water."

The **award for Excellence** acquired by Mayotte has a genuine appreciation for the tourist development of the destination.



Amazones Raid 2010



October 2010: **225 participants**, divided into 75 teams **exclusively for women**, inaugurate the 101st French department during the 9th edition of the "Amazon Raid Green Tree". Discovering the lagoon island without a motor, they explored the many attractions of Mayotte across: **trekking, mountain biking, canoeing**, swimming and **archery**, a competition to discover the most beautiful natural sites and geology of this ultramarine island!

Each year, current tourism Events...

May / June: **Festival of Underwater Pictures**, films and photos of Mayotte Marine Park.

June-October: **Humpback whales** evolve before your eyes in the lagoon!

July: **Tires race** where young and old run down the street with a tire rolled with a stick

July / August: The **Great Wedding** weeks of festivities and traditions...



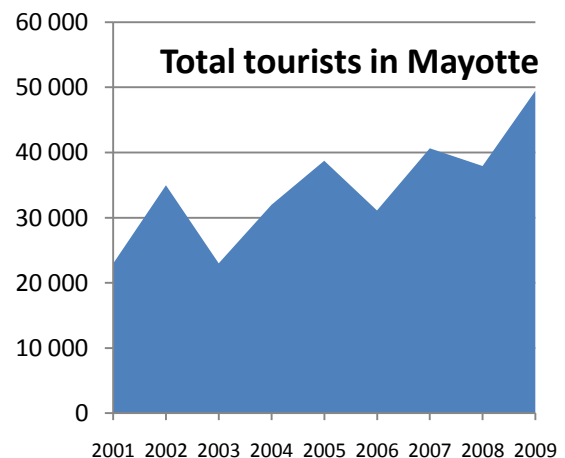
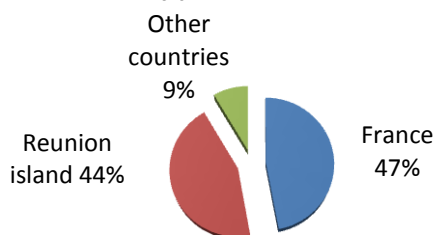
Evolution of local tourism

If in **1996**, Reunion Island received 24.2% of the tourists in the Indian Ocean, Mayotte, at this period, received only **0.6%** of them, with **8800** visitors.

Over 10 years later, Mayotte received **49,480** tourists, an exceptional growth of **30%** from **2008** to 2009.

With **leisure travel** up sharply (**46%** of visitors), mostly from France, affinity tourism has long been the main source of visitors (33%) and Reunion island a reliable source of local tourism. Mayotte is becoming **increasingly attractive** for **families, divers, nature lovers** and tourists looking for authenticity and emotion.

Tourists by places of residence



Destination



20 years of hosting cruise ships

Number of calls per number of passengers since 1990

The spectacular development of the worldwide cruise industry, has resulted in an increase of 30% in the number of cruises in the Indian Ocean in 1996.

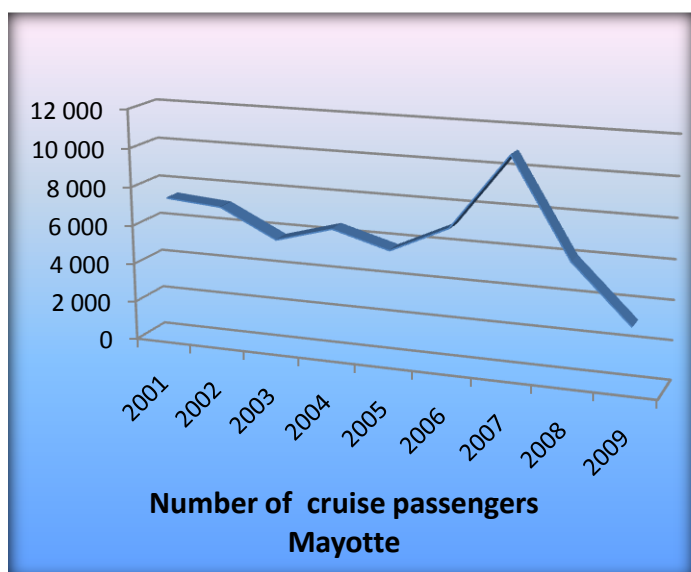
The number of ship calls in Mayotte then went from **8** in 1990 to **52** in **1996**, the number of cruise passengers from 1 656 to **8 528**.

From **1990 to 2005**, the market remains steady with a slight drop in attendance due mainly to the health crisis which significantly reduced tourism in the area.

In **2007**, 26.75% of the tourists are in Mayotte with **10,879 cruise passengers** with the arrival of **Costa** Company in the Indian Ocean. The **Royal Star** of Starline Company berths most frequently in the waters of Mayotte and has the highest number of call **10 to 20 per year**, with about 300 European passengers on board.

MAYOTTE	2001	2002	2003	2004	2005	2006	2007	2008	2009
Total tourists	23 000	35 000	23 022	32 000	38 763	31 136	40 672	37 956	49 480
Number of cruise passengers	7 368	7 134	5 701	6 522	5 701	7 074	10 879	5 998	3 094
Number of calls	33	36	37	40	37	36	38	20	15
% cruise Tourism	32,03%	20,38%	24,76%	20,38%	14,71%	22,72%	26,75%	15,80%	6,25%

Successful cruise operations in 2007, commits the destination programmed with 9 ships in 2008: mainly, the MS Rotterdam, Holland America, Seabourn company, capacity doubled in Costa (1700 passenger Costa Europa), with 8 scheduled stops. A total of **19,000 passengers** were expected to be about **128%** of cruise passengers more compared to 2007.



The market exhibited, however, a **temporary decline**, only a few ships called after the Royal Star finally retires in **2008**, slashing the number of calls in Mayotte.

The deprogramming of vessels expected causes the **decrease in number of cruise passengers**. Several factors affect the market at this time: the events of **piracy** in the area, the regional **elections**, the process of **departmentalization** of the island, attracting all the intentions and energies.

The cruise market recovered in **late 2009**.

(Statistics, Direction of the Ports of Mayotte)

Purchasing power

The cruise lines passengers have, in the 90s, a buying power ashore around 25 Euros (150 FRF) per person. Today with an offer updated and adapted to the needs of cruise guests, the call is able to achieve at least **100 euro's** of the **potential average of purchase** per passenger.

Age Average

While 20 years ago, clients were aged of 60 years on average in Indian Ocean, today the average age is about **46 years**, several factors explain this trend, primarily, the price of the product more affordable on both the Air and the amount of cruise package. This average age **corresponds to the environment and the activities of Mayotte**.

Passenger's nationalities

Since 1990, the majority of passengers are **German speaking** due to the presence of Hapag Lloyd and Starline groups in the area. Today, the number of **French** speaking passengers increased considerably, with many more booking cruises, and more **Europeans** discovered the island.

The port caters effectively to the majority of languages with a «**Port Call flyer**» in **3 languages**: French, English and Italian.

Tour guides teams must incorporate more **Spanish and Italian speaking** which is why it is considered necessary to provide **ship escorts**.

Shore excursions participation

Since 1996, the rate of excursions participation varies from **40% to 70%** depending on the vessels. The **highest rates** were reached in **2008**, with no returns at issue with the programs made. The passenger's **comments forms** also indicated Mayotte as **one of the most popular stops** on their itinerary in the Indian Ocean and the **1st stop chosen by the passengers of the Royal Star**. Filling shore excursions, depends on the **capacity of seats offered by the destination**, Mayotte had that **few places for excursions at sea**, receptive agencies deploy their **½ day** programs to ensure a satisfactory rate of participants in the day.

Opening of the 2010-2011 season

Ships of Hapag Lloyd and CGM-CMA continue their annual visit. Despite slump, the Tourism Committee, with new leadership and officials elected in place, decided to consolidate their offer to host cruises, putting in place **efficient procedures** while uniting professionals use the recent **Mayotte Cruises Club** to raise awareness of the importance of the market. The receptive agencies invested in the project to bring their experience and professionalism on the tour programs. The 2010-2011 season is open to all ships wishing to experience this stopover, which gets a **real makeover**.



The **new pontoon** named "pontoon of the Grand Market," (**Ponton du Grand Marché**) dedicated to cruise passengers, was **inaugurated November 22nd 2010** by the **MS Bremen** of Hapag Lloyd Cruises.

The future cruise market is promising with better distribution, greater **involvement, resources and effective** mechanisms to satisfy the needs of shipowners.

2015 objectives

Mayotte Cruises Club in the **short term** wants to consolidate its offer to retain seasonal vessels. The **objective** of the **2011-2012** season is to ensure hosting of **10 000 passengers** minimum. Tourism development will enable **long-term** opening the offer to the cruise ships the possibility of embarkation at the ports of Mayotte and overnights with appropriate products. Eventually the call would like to welcome **all capacities** of ships and maintain an **annual average** rate of **20 000** passengers by **2015**.



1st Marine Park Overseas

If other ports of call focus on their historical, resorts, craft and culinary specificities, Mayotte, **so close to ecological issues**, is noted for its natural marine parks that offer the experience **of contact with wildlife underwater**, very different from tourist attraction parks. Sea Safaris are **one of the most popular attractions** of the destination as the **approach to this spectacle of nature** provides sensations and emotions.

► *The number of swimmers is reduced to limit human pressures on reserves. Sea safari is operated by **boats from 8 to 16 seats up**, framed by shipping operators that implement the protocols. The seating capacity is approximately **50 passengers per half day**, making boat trips excursions the **destination highlight** for your guests.*

Mayotte, the ultramarine port call Overseas

The **decree** creating the Marine Natural Reserve of Mayotte was signed **January 18th, 2010**. This Marine Park, the 1st overseas, spans nearly **70,000 km²** with a double barrier reef, which has nearly **250 km of coral reefs** surrounding a lagoon of **1,000 km²**, the largest in the world.

- 68 381 sq km Marine Natural Park,
- 195km of fringing reefs,
- 140km of reef barrier,
- 735 hectares of mangroves,
- 760 hectares of sea grass
- 40m deep on average in the lagoon

The reef circle the entire island with the exception of a **dozen passes**, and protects it of **marine currents**; it is dotted with some **30 islets** reefs. This reef provides an ideal shelter for vessels and for the rich ocean wildlife. The objective of the Park is to **preserve marine biodiversity and maritime activities** in Mayotte. An important issue for the **maritime strategy of France**, thanks to the natural wealth and the maritime dimension of overseas territories, not less than **97% of the French marine space**, becomes **2nd Marine Nation** and **the only one present in the 3 oceans**.

Mayotte is strongly **involved in environmental awareness**, which resonate with the involvement of major shipowners for the **Protection of the marine eco regions** of the most valuable and threatened in partnership with WWF, and their contribution to maintaining the cleanliness of the air and sea they travel (label BEST4)

Supervised excursions: a tool for awareness and environmental education

The impact of cruise passengers participating in activities in the lagoon is not yet rated. Nevertheless the accompaniment of those visitors by professionals **informing and applying protocols**, limits human pressure on the fragile ecosystems. It is therefore essential to advocate **protocols of approaches** into the arguments used during excursions, sold as an **educational tool** to preserve and learn about:

- **Internationally** protected and vulnerable wildlife: dolphins, dugongs, turtles (not favorable, the ships do not come in season whales).
- **Varied ecosystems**: mangroves, sea grass and seaweed, coral reefs.

Increasing participation rates in tours helps to **reduce the number of individual** passengers visiting vulnerable sites, and limit the impact of those visitors on the environment and the ecology of the island.

Marin Nature Park, a label for Mayotte' ecotourism

The Marine Park is a strong **eco-label** for sustainable development of the island, **fortifying the image** of Mayotte call by differentiating it with the competing destinations in the Indian Ocean. It's a real tool to convey information and **promote local actions in Europe** concerning the Marine Protected Area; it is a key to international recognition, thanks to the natural heritage of Mayotte.

The Mahorese have become more and more aware of their environment, are better **trained in environmental issues** and tend to share their knowledge through tourism professions: airport/port hosts, sea safari guides, tour guides, etc..

During **2011**, will be put in place a "**charter of good conduct**" in order to preserve this natural space through **regulations** that every professional should apply.

The visualization of the **hippocampus** circled by a Marine Protected Area is a better defined image to contribute to the **stereotype** of the destination. With the evocation of the lagoon as a Natural Marine Park, tourist interest is amplified; passengers informed are **curious to make exploration** of this fantastic marine area.

BIODIVERSITY IN NUMBERS...

One of the most beautiful lagoon in the world

Hall of diving in the Indian Ocean, more than **30 spots!**
 2nd Marine Natural Park of France, the 1st Overseas
73 600 km² EEZ, 1500 km² of lagoon surface
270km² reef, 150km coral reef
 18km of double barrier reef

¼ of the global diversity of marine mammals

6 species under international protection (*long dolphins beak, mottled, green turtles and humpback whales*)
 760 hectares of **seagrass**
 750 **species of fish**
 730 hectares of **mangrove**
 300 species of **corals**
 180 **nesting sites** for sea turtles
 12 species of **dolphins**
 5 species of **sea turtles**
 3 species of **whales**
 1 **Sirenia**, dugong





Go shopping at Mamoudzou city

Mamoudzou City is located in Grande Terre facing the island of Petite-Terre. It is placed between a mountainous and coastal area, where small ferry boats navigate, the « **barges** » that travel from one island to another.

The town of Mamoudzou, capital of the island, is composed of **5 villages** and keeps growing since the 1860s to assist the town Dzaoudzi.

Urbanization wins **ancient centuries old villages**: Kaweni (14th century), M'Tsapéré (late 18th century), or Shoa «Pointe Mahabou, village founded in 1830 by the Sakalava who accompanied Andriantsouly sultan.

Neighborhoods Kaweni and Cavani hosted during the 19th century, two **sugar factories** with their stone towers and engines are still preserved.

The city, however, does not have a great touristic interest, more the **administrative heart** of the bustling crowd and taxis, in fact an extremely busy hub which combines **tradition and modernity**.

The city is the **starting point for tours** around the island, and the **preferred location for restaurants and shopping**, Rue du Commerce and the spice, fruits and vegetables Market, next to the forecourt of the Tourism Committee.

The **harbor view** from the hill behind the town is spectacular.

To discover...

Park Pointe Mahabou



Choa Point, the current Mahabou Park, is the **first piece of land** originally occupied. Today, the Pointe Mahabou, which means « royal village » is a beautiful park, surrounded by **mangroves** below. It runs along the **seafront**, located at the roundabout M'Gombani, 10 minutes walk to the port. This quiet area, houses the **tomb of Sultan Andriantsouly** the first to have pact Mayotte with France in 1841. The park is frequented by sportsmen, families and Mahorese who appreciate the "**voulé**", typical BBQ with friends at sunset.



Mamoudzou Market



Friendly and safe, the covered market of Mamoudzou attracts hundreds of visitors and residents. Recently built on the seafront, next to the forecourt of the **Tourism Committee**, it is equipped with solar technology and a **small mosque** inside.



The variety of products and vendors stalls will amaze you with their liveliness and **originality**. Like an **African bazaar**, is sold: shoes, prayer rugs, clothing, local delicacies, fruits and seasonal vegetables, including bananas, pineapples, mangoes, papayas, cassava, breadfruit, leafy vegetables, apples and cinnamon, small grenada or coconut. Spices, cumin, cloves and nutmeg are **exclusively produced locally**.

Best buys !

The **essential oil of ylang-ylang** distilled in stills in the bush, very **subtle vanilla** made in Mayotte, the **very spicy pepper** or soft and **natural sea salt** extract from Bandrélé mangrove.

To experience...

SHOPPING MALL

For **products** of 1st necessity or even the **international press**, "Shoppi" Shopping Mall is 5 minutes walk to the pier and adjacent to the place Mariage where **many shops** such as hairdressers, beauty treatments, library, bank will satisfy even staff and crew members by their **proximity**.

RESTAURANTS

Stunning views of the harbor and ship at anchor while relaxing on the **panoramic terraces** of a restaurant-bar **street Mahabou**.

Fish specialties, **French cuisine "made in Mayotte"** or spicy local cuisine, will surprise your taste. Downtown, international and local dishes.

WHERE TO EAT ?

- **RUE MAHABOU** (*stairs in front the marina*)

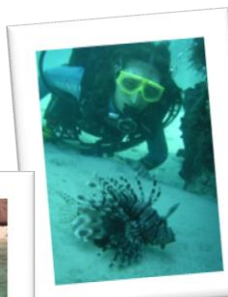
Raw and grilled fishes:

Moana – Tel +262269 61 06 12

AIR-SEA-SHORE ACTIVITIES

Leisure activities offered by local operators for individuals with ability to book **48 hours in advance** the latest at the reception on board. To be paid in cash by the customer on the spot.

- **Diving**
- **Overview ULM**
- **Golf course 9 holes**
- **Windsurfing**



- **Jet-skiing**
- **Climbing**
- **Biking**
- **Sea Kayaking**



Gastronomie :

Auberge du Rond Point - Tel +262269 61 04 61

French Cuisine:

Bar Fly - Tel +262269 61 07 65

• SEA FRONT

Local dishes:

5/5 - Tel : +262269 62 27 63

Brasserie :

Caribou – Tel : +262639 19 08 45

SHOPPING

Mahorese crafts are still unknown; however, for handicraft or simply **original** souvenirs, the **artcraft village** of Mamoudzou is the perfect place to make **discoveries**.

Explore the stalls at the foot of the pontoon where **artisans** will be pleased to present their **know-how** and let you taste their food.

Many local writers produce **books** on yesteryear and modern life of the island. A new bibliography not to be missed!



Walk in Petite Terre

DZAOUDZI

The Mirandole promontory or "**Pamandzi Keli**" welcomed, from the **9th century**, the first inhabitants of Petite Terre. It was not until the **reign of Salim**, about 1790-1807, that the Dzaoudzi rock shelters became **sultanate's capital** after the abandonment of the port village of Tsingoni. Dzaoudzi was the **capital of the Comoros** until 1966, just before the separation of Mayotte with the Comoros.

The city lies on a **rocky outcrop** located near the Petite Terre on which it is connected by an **artificial** embankment: **Crab Boulevard**.

To discover...



Eiffel House



The Eiffel house is a jewel of **metallic architecture**, built from wood and stone and nestled in a beautiful **wooded park**. Built in 1881, the building was in fact the former **prefecture of Mayotte**, and was built on **plans of Gustave Eiffel**; the place is now devoted to culture and belongs to the General Council.

Access: 5 minute walk from the pier Dzaoudzi.

Free entrance, no access inside the building.



Moya beaches



Two **half-moon** coves are the site of Moya. This **geological formation** called **Maars**, semi-flat-bottomed **craters**, on the open sea, are the **remains of two volcanic cones** attacked by erosion. The protected site is frequented by sea turtles that come to lay at night: the green turtle and hawksbill turtles. Moya is also protected by a mangrove at the bottom of beach.

Bathers should therefore respect the place and take away their garbage.

Access: Take the ferry boat "barge", from Mamoudzou. After 15 minutes of crossing; take a taxi to the north, 10 minutes. From the parking area, walk down the main stairs leading to the beach.

Access **not suitable** for disabled people.



Dziani Lake



The Dziani Dzaha is a **crater lake**, located north of Petite Terre.

The view is breathtaking on the Dzaoudzi rock, its marina, part of the coast of Grande-Terre and the blue waters of the Great Reef northeast. Its **emerald green water** is composed of **sulfur**. Slightly rugged and relatively shady, the lake around can be done in 45 minutes.

Access:

From Badamiers path, continue to trail that circles the entire crater.

Level:

Easy, the trail is flat.

Recommendations:

Never go down to the lake, holding hands of children.

To experience...

RESTAURANTS



Beach called “**plage du Faré**”, is a golden sand with pebbles, **5 minutes** walk from the Dzaoudzi pier awaits you for a swim. Just next door, **two restaurants**, one serving international cuisine, the other gourmet, allow cooling on the terrace or **lunch on the waterfront**.

International Airport of Pamandzi

Located about **30 minutes** from **Mamoudzou** and **5 km** from Dzaoudzi. The airport will be redeveloped in 2013. It can accommodate large aircraft like Boeing 777 which allows a **direct air service** between the Metropolis and Mayotte. In 2009 Dzaoudzi has welcomed 185,000 passengers, **600,000 are planned for 2015**.

Access

By **ferry boat** with 300 seats, which takes on board all luggages, then by **taxi** from the Dzaoudzi dock.

1.20 Euros per person each way, 0.75 Euros for the barge.

Private Taxi-Boat service to be transferred directly with luggage to the airport even from Mamoudzou. Count on average 50 Euros per person per trip or package.



BAGGAGE DELIVERY

Mayotte Air Service - BP 52 97610 Dzaoudzi - Tel: +262 269 60 83 00 / Fax: +262 269 60 05 45

AIR SERVICES

From the metropolis, **4 airlines** serving the airport in Petite Terre Dzaoudzi, IATA: DZA.

Hundreds of weekly flights to many destinations in Indian Ocean, Europe and worldwide.



Air Austral, assure la plus grande fréquence quotidienne de vols via l'île de la Réunion



Corsairfly propose des vols directs dans le sens Paris/Mayotte



Kenya Airways via Nairobi



Air Madagascar via Nosy Be ou Tananarive

▶ PRODUCT IDEAS

The inter-island service allows to make COMBINED JOURNEY/CRUISE in Indian Ocean.

The frequency of the flights allows the PRE AND POST HOTEL JOURNEY from Reunion port terminus, in addition to the cruise.

Air Austral, Air Mauritius and Air Seychelles propose an «INDIAN OCEAN PASS» for any buyer of a long-flight ticket to the Indian Ocean
Preferential rates on their regional networks.

Reduced prices on 15 lines between islands with 30% savings!





Relax in the southern seaside

Approximately **1 hour drive** from Mamoudzou, the South offers all the pleasures of **relaxation** and **farniente** in natural beaches shaded with **baobab** trees, accompanied by mischievous **lemurs** and **rare marine turtles*** moving off the golden beaches.

** The approach of marine turtles is subject to a strict protocol, read the instructions given before approaching wild animals (strictly forbidden to touch and stress).*

To discover...

White sand islet

Accessible only by boat through a sea excursion, its **crystal clear water** makes it one of the best snorkeling spots. The sand is white and thick, made up of many pieces of dead coral, but be aware, the island emerges without any vegetation in the middle of the lagoon, and everyone should **protect from the sun** and consume water regularly.

This protected site is part of the “Saziley Nature Reserve”, access to swimmers is limited to **36 people** simultaneously.

Bay of Boueni

At the southernmost tip of the island, many beaches offer a moment of deep relaxation. Access is by the **lodgings** that offer the opportunity to refresh and use material. The golden sandy beach of **Turtle Bay** (Baie des Tortues), halfway between the Bouéni village and Bambo West, is **shaded**, facing west, 100 meters from shore, and the fall offers a **fantastic snorkeling time**. An exotic place, where local dishes are served as well. Nearby, the small beach at Case Robinson, very **intimate** and brown sand, will relax you with the nature of the waterfront

N'Gouja Beach

This beautiful beach, recommended in all guide books, is a fragile place where turtles come to feed on seagrass from the beach. It is possible to access the site only on the purchase of a tour. The number of swimmers will be limited groups of 6 in space devoted to bathing to avoid trampling of the herbarium.

► On request of the hotel manager, for the **tranquility of customers** and to **preserve** the reef area of a too strong impact, **parking and beach access will be closed to individual** passengers.



Contemplate the panorama of wild North

After a **good hour's drive** from the ancient sugar village Dzoumogné, until the fishing village of M'Tzamboro, by roads lined with colorful bangas, Northern charm all **lovers of nature** and tranquility. The **views are unforgettable!**

Quite typical, M'Tzamboro was **the first commercial port in the Arab-Persian era**, where mariners had supplies of **wild rice and other tropical goods** there are **over 900 years**. Today the inhabitants grow **an orange grove** on the island of the same name. **Chozil islets** are also one of **the finest coastal sites** on the island.

To discover...

The Chozil islets... The North white sand islets

From depths of the lagoon, 80m in this area, emerge Northern islands, culminating at 273 m on the M'Tzamboro islet. The site is **frequented by fishermen** as its waters are rich in marine fauna, about **48% of species recorded in Mayotte** evolve there, **233 species of fish** including some rare fish like the family of angels fish.

The North white sand islet remains a **must for lovers of paradise**, as a veil of white sand illuminates the landscape **at low tide**.

It is also an important **nesting site for certain bird seacoasts** (straw tail, peregrine falcon). However, it should **limit** the number of tourists to **36 people** on this wonderful site, to avoid considerable discomfort for marine wildlife.

Access: By boat only. Counting 1h15 crossing from Mamoudzou and 20 minutes from the village M'Tzamboro.

Refreshing stop



On the beach in the village of **M'Tsangamouji**, the lodging of **Ambato** offers a relaxing bar by seaside. Toilets available.



Smell the fragrance of the heart of the Island

To discover...

Combani and plantations of ylang-ylang trees

The heart of the island offers a **unique experience** as the destination for its **cool and soothing atmosphere** for the discovery of the flora, here, exuberant, beautiful scenery to smell their many flavors! Starting from Mamoudzou, take the Vahibé road to the village of Combani replete with stills, beautiful bamboo wild cinnamon, pepper, clove, avocado, coffee tree and vanilla plantations, a **delight for the senses!** Combani village has many small metal and mud houses, hills around the reservoir and the lake is an ideal place for **birdwatching**.

Refreshing stop...



- *Fresh juices and rums made of **tropical fruit grown** by the shelter of Mount Combani, some wild lemurs, a **magnificent panorama** from the terraces. Toilets available.*
- *An enchanting Plantation in the Ylang Golf Club and its **clubhouse** for a drink or just play on the green. **9 holes**. Toilets available.*

Coconi



Botanical garden and region of vanilla

Nothing better to soak up the natural heritage of Mayotte to stroll in the botanical garden of Coconi, **3 hectares dedicated to wild plants and horticultural collections** together in a real **temple of knowledge!** Among the porcelain roses and birds of paradise, shaded by coconut palms and some species are kept to pass on their **traditional use is medicinal or culinary**. A true walk fragrant and cultural ...

Nearby, the **vanilla plantations**, to the **delight of many visitors**, both pods, often twisted like animals, are flavored and meaty. In 2009, Mahorese growers got the **bronze, silver and gold** at the Agricultural General Concourse.

Vanilla has **stimulant properties**, appetizing, digestive, and also **aphrodisiac!** Its bean seeds mix in many preparations (15 days **marinated in olive oil** as a delicious accompaniment to salads or fish carpaccio). Vanilla is used in many dishes served in **restaurants on the island!**



Ylang-Ylang of Mayotte (*Cananga odorata*)

AROMATHERAPY PROPERTIES

Antidepressant, Aphrodisiac, euphoric, stimulant. Regulates blood pressure, antispasmodic, relieves the effects of stress, irritability and mental tension, **opens the senses**.

USE

A few drops in massage over the chest and spine. Mixed with sweet almond oil for skin, hair and nails. Do not use during pregnancy and breastfeeding, or on children.

SPECIALS

Smell hot and **sensual**, flowery, sweet, floral-jasmine with a powerful glow



Explore the traditions of the West Coast

To discover...

Hamouro Fishermen Village

Hamouro is one of the few villages that have **not been disfigured** by concrete buildings. The beach is adorned with many **colorful fishermen boats**, who navigate every day to the barrier. By the roadside parking overlooking the beach, there is a place where they sell **freshly caught fish**, take the stairs and walk along the village also famous for its **community of women** demonstrating **traditional arts**.

Close to the boats, there is a **small mosque**, rare as it is **made of mud...** The village of Hamouro, who is **not accustomed to tourism**, is a place of extreme **authenticity** where the villagers will welcome you warmly.

Recommendations: *Inform the villagers before visiting places; do not shoot on their prior consent. Avoid enter the mosque.*

The village of Hajangua

Nothing beats a stop at the market, locked in a turn recognizable by its **red soil**; the animation of the roadside is **truly magical**. Away from the village lies a **mysterious goddess** bust in terracotta, named "**the Venus of Hajangua**".

The **sugar industry** of Mayotte had propelled the Hajangua village 1st row of the island's economy. The scarcity of flat land for mechanized agriculture and competition have been right in this epic, only **vestiges** testify to this period. A **chimney** visible from the road, remnants of **machinery, boilers** give a strong idea of the area at the time, now used by women to hang out their washing in the sun.

A few steps away is a plantation for a nice moment of refreshment. The site offers products from its **culture of tropical fruits**, mainly **pineapple**.

It is also an excellent access for **mangrove wildlife** called mangrove "bottom of the bay" (*crabs, birds, fish nursery ...*) which was a former **loading dock of the sugar factory**.

Nearby, a **Horseback Riding Club** offers short rides in the heart of the vegetation of the west coast for a great **moment of harmony with nature**.

Recommendations: *Caution on the site of the old sugar factory, the area is not yet rehabilitated; look where you put your feet!*

Refreshing stop

- The waterfront, the little **snack-bar "O'lolo"** on the Sakouli beach is ideal for a snack break and refreshments. Toilets available.
- **Hotel Sakouli** is the ideal place to enjoy the comforts of a hotel. Toilets available



Organization and port infrastructure



The ports of Mayotte

On **3 separate sites** with **2 docks** at the LONGONI port of trade and excellent **anchorage** on **DZAOUDZI** and **MAMOUDZOU** ports. Mayotte provides remarkable shelter thanks to the natural protection of the **reef barrier**.

The lagoon of Mayotte is unquestionably **recommended port call** for any vessel navigating the roads of Mozambique Channel.

4 meters of tidal whitewater, but access is possible at all tides for vessels up to 12 meters draft.

BOATERS PONTOON OF MAMOUDZOU

The old metal platform used in the past, for fishing, boarding and disembarkation of passengers and equipment from the dive, **no longer used for the reception of cruise ships**.

Concrete platforms are now a **modern marina** operated by the ICC and dedicated only to boaters.

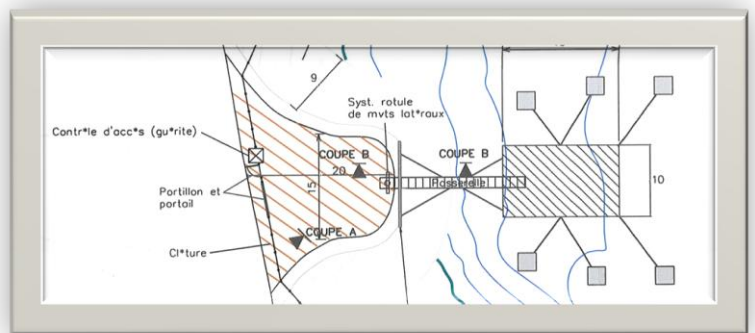


« GRAND MARCHÉ » PONTOON

Dimensions: 16m x 10m
Freeboard: 0.80m
 with verification of stability (cottage <15 °)
Gateway Access: 20m long,
 1.70m wide

Hospitality booth in the enclosure
2 tenders allowed docking in the same time
Safety equipment: safety ladder, a box
 lifesaver, a buoy ring, a safe fire extinguisher

- Ship within 10 minutes by tender from the pier
- No passenger ferry service, access is via the ship's tenders
- Privileged access from the North-east to avoid some drying height.



LONGONI DOCK

The commercial port of Longoni is dedicated to cargo and containers unloaded at dock directly with **7 ha area** and a **gas terminal**. A port area where dynamic storage services, maintenance, repair and shipbuilding are offered. Access Channel from the natural waterway of « **M'TZAMBORO** ». The cruise ships of **more than 1200 passengers** are greeted at the **dock** recently constructed for the landing.

PIER

Docking: Pier No. 2
Depth: 14 m
Length: 223 m

- Passengers disembark at the dock
- Stands for receiving passengers on the platform
- Security provided by agents of the ICC, Customs and Border Police (PAF)





PORT AUTHORITY OF MAYOTTE

PORT CAPTAIN OF MAYOTTE

Captain **Pascal LACROIX**

GSM : +262639 69 50 88

pascal-mj.lacroix@developpement-durable.gouv.fr

LONGONI HARBOUR

capitainerie.longoni@equipement.gouv.fr

Position : 12°43 South 45°10 East

VHF : canal 12 - Longoni port.

TEL : +262269 62 12 22

FAX : +262269 62 06 62

Executive Officer : **Eric ORVOEN**

GSM : +262639 69 21 82

eric.orvoen@developpement-durable.gouv.fr

DZAOUDZI-MAMOUDZOU HARBOUR

capitainerie.dzaoudzi@equipement.gouv.fr

Position : 12°47 South 45°15 East

VHF : canal 09 - Dzaoudzi port

TEL : +262269 60 10 33

Fax : +262269 60 13 81

Executive Officer : **Ronan DUPERRIN**

GSM : +262639 69 72 58

ronan.duperrin@developpement-durable.gouv.fr

Important: Any incident involving the vessel or tenders must be reported promptly to the Captaincy

ENTRY REQUIRED DOCUMENTS

	Port	Customs	Border Police	ARS Regional Health Agency
Entry Declaration	X 1 copy			
Sanitary Declaration	X 1 copy			X 1 copy
Cargo manifest	X 1 copy	X 2 copies		
Crew list	X 1 copy	X 2 copies	X 2 copies	
Passengers list	X 1 copy	X 2 copies	X 2 copies	

PORT SERVICES

In the port area

Tourist Information Service
Tour bus parking
Cleaning service by ICC
Police & Customs

Outside the port area

ATMs nearby
Snack, magazines kiosk, toilets
Taxi and bus parking

Fuel

- Gasol free-tax only
- Shipping by truck tank 14 m3
- No tax exemption for boaters

Operator: **TOTAL MAYOTTE**Tel: **+262269 60 12 94**Fax: **+262269 60 17 30****Freshwater**

- Available at Longoni and Dzaoudzi harbour
- Supply to the pier by flexible hoses
- Flow: 30 to 60 mt/h

MARITIME AGENCIES**SMART****Contact :** Gilles LANGLOISZI Kawéni BP 531
97600 - Mamoudzou**Tel :** **+262269 62 82 01****Fax :** **+262269 62 82 27****GSM :** **+262639 09 01 82**glanglois@smart-mayotte.com
shippingagent.longoni@smart-mayotte.com**AMS** Austral Maritime Service**Contact :** Mimosa SERAPHINPort de Longoni BP 531,
97600 Mamoudzou**Tel :** **+262269 64 80 00****Fax :** **+262269 62 11 69****GSM :** **+262639 69 35 63**ams.mimosa@wanadoo.fr**MSC**Mediterranean Shipping
Compagny**Contact :** Matthieu BOTTIN

R.N. 1 Port de Longoni 97690 Koungou

Tel : **+262269 60 93 01****Fax :** **+262269 60 93 10****GSM :** **+262639 69 26 24**mbottin@mscfr.mscgva.ch**TOWING / MOORING**Towage and mooring are compulsory at the oil terminal and the port of Longoni for vessels longer than 50 meters. Towing assistance at sea by tugs **BAMBO** and **PROVENCAL 3**.

- 1 Tug 40 t. of traction/3000CV-classique
- 1 Tug 30 t. of traction/2600CV-Voith Schneider
- 1 push 2 x 250 hp
- 1 pusher 215 HP
- 3 Yokohama fenders of 6,35 m x 3m

Contact : George STRULLU / **GSM : +262639 69 05 34****Adress :** **SOMARSAL** Port de Longoni BP 329, 97600 Mamoudzou / somarsal@bourbon-online.com**Tel : +262269 62 03 50 / Fax : +262269 62 02 51****PILOTAGE****Contact :** **Thierry LE MEUR et Gilles PERZO****GSM :** **+262639 69 06 07****VHF :** **Canal 14****Fax :** **+262269 60 13 88****Mail :** mayotte@pilotage.net and mayotte@wanadoo.fr**Conditions:** Steering compulsory within the lagoon for all vessels over 30m
The vessels are served **off M'Tzamboro****Availability:** 24/24 - 365 days/year

Prefectural Order No. 102/04/AM

Position: **12° 35' S** and **045° 08' E**Map No. **7493 SHOM***(Off Bandrélé, for vessels less than 5m draught)***Recommended anchorages** at Dzaoudzi:**North** = vessels less than 100m**North-east** = large ships**West** = vessels less than 150m**South** = ships over 150m



Reception & Animation

The reception of cruise ships is now at the **new pontoon** of Mamoudzou: the “Grand Marché” pontoon for **vessels less than 1200 passengers ***, beyond the ability passengers are greeted at the pier of the commercial port of Longoni in the North West of the island.

**Capacity defined by the Prefecture and the General Council of Mayotte, but the owners who wish to positioned ships over 1200 passengers in Mayotte may request for an exceptional anchoring Mamoudzou in Bay.*

The Tourism Committee of Mayotte is the “**Port Call Coordinator**” in charge of hospitality and animation in port.

He is responsible for trade programs, information and entertainment for passengers. As coordinator, it **centralizes all necessary information** to the device host vessels and makes the **interface** with the various operators and is the **privileged partner** of the shipowners.

He is **not responsible for the quality and logistics** of the excursions program made by the receptive agencies.

PORT CALL COORDINATORS

Tourism Committee Direction of Port Call
Logistics & Animation Manager
Information Platform Manager

Christophe GRAVIER	+262639 69 70 67
Siti FARD	+262639 23 17 72
Michel AHAMED	+262639 69 41 83

RESOURCES AVAILABLE FOR SHIPOWNERS

- A marquee refreshments for the ship, made available to passengers
- An information **platform with 4** English speaking **hostesses**
- An **hostess*** and brochures to provide information to the **hospitality desk onboard ship**
- *** On booking, Mahorese dances and songs show** can be arranged on board
- Possibility of **conference *** in English and French about the **lagoon and the island's biodiversity**

*** To be reserved 72 hours before** arrival with the Tourism Committee:

contact@mayotte-tourisme.com

SIGNALLING SYSTEMS AND INFORMATION

Road signs in English indicate the different **access to tenders**, the location of the craft village (more than 600 passengers) and the **taxi station**.

Supports:

- A **Port Call flyer** in 3 languages, **English, French and Italian**, with **practical information**, travel recommendations and **detailed plan of the port** on the same document. This flyer will be presented on day of call, also available in taxis and the bus tours.

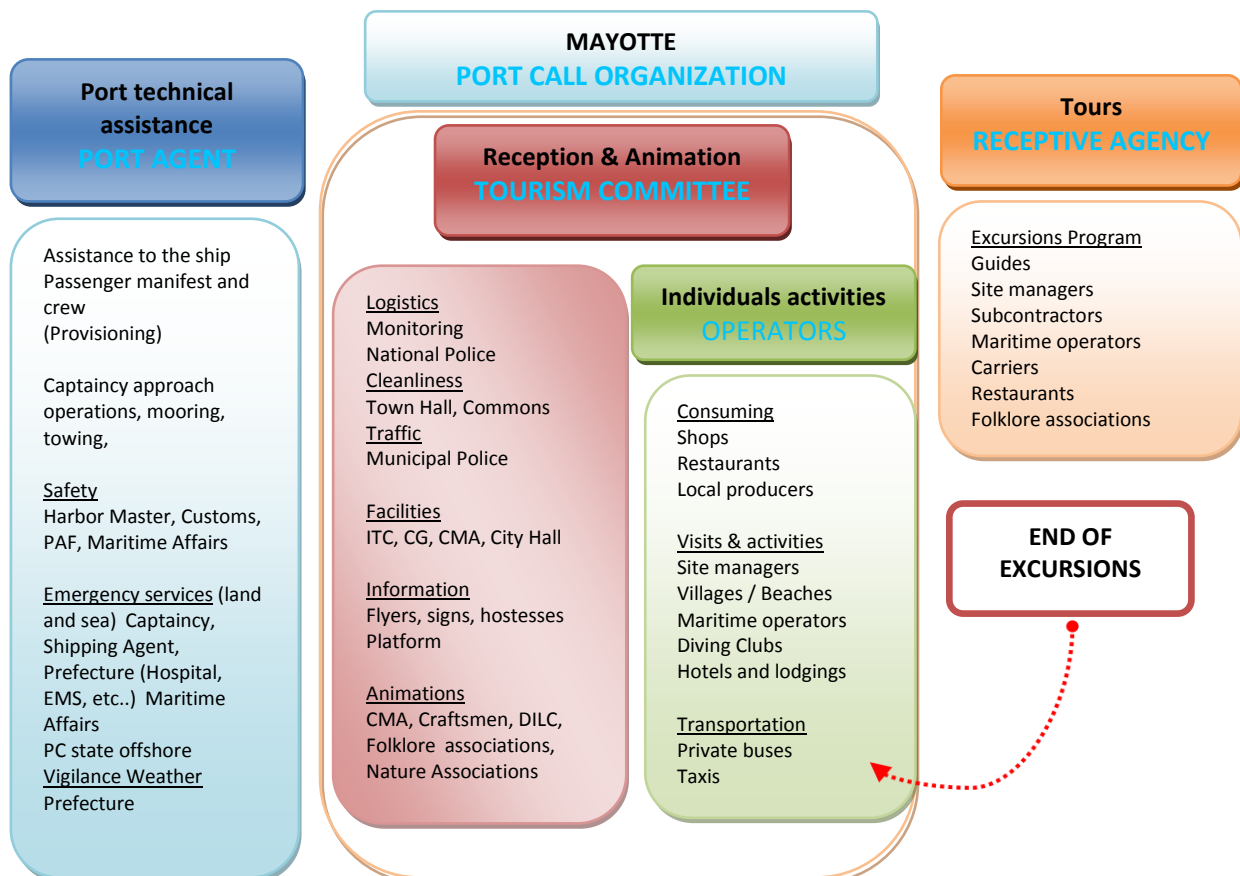


- A **Commercial flyer** Restaurant and shops given 72 hours before arrival at the hospitality desk onboard by mail.

- A **Leisure and activities flyer** for individuals and crews delivered 72 hours before arrival at the hospitality desk onboard by mail. **Reservations** will be **directly** with the provider chosen no later than **24 hours before arrival**.

PROCEDURES

Procedures of call were **defined in 2009** by the Tourism Committee of Mayotte to improve the **efficiency** of welcoming cruise ships. Mayotte offer real quality services with the **various professionals involved** in the operations of call:



STATE SERVICES IN CHARGE OF THE PASSENGERS SECURITY

Passenger welcome is in the presence of the **Customs Service and Border Police**. The **national police** and municipal brigades provide oversight to the **harbor** and on the sites of tours, **beaches and sites** mentioned in the Port Call flyer.

PONTOON « GRAND MARCHÉ » OF MAMOUDZOU

ANIMATION & DECORATION

A **folkloric show** for all **tenders arriving for Tours**, then the first **4 rotations** of **individual tenders**. The Tourism Committee of Mayotte, warmly welcome all cruise passengers in a typical **mahorese atmosphere** upon arrival at the dock of the "Grand Marché" with **arches decorated** with braided coconut and, of course, **staff** recognizable by their **regional uniform**.

INFORMATION PLATFORM

4 English speaking hostesses provide permanent information by the platform during the call. The team welcomes excursion passengers at the **gangway of the pontoon** and then provides information to the individuals by the **kiosk** located close the pontoon "Grand Marché" and by the **hospitality desk** in the Tourism Committee building until the time of the last tender.

« MADE IN MAYOTTE » AUTHENTIC SOUVENIRS

■ For vessels of **more than 600 passengers**, the Chamber of Trades and Crafts, the Chamber of Agriculture and Direction of Forests and Agriculture can arrange **on request** a small craft village composed of small producers stands, selected for the authenticity of their **local production**, as well as **workshops on the beauty of woman**: henna tattoo, facial mask, and braiding.



■ A flyer will be emailed **72 hours** before vessel arrival on the installment of the small craft village and the **list of exhibitors** to display at the hospitality desk on board and crew in the square.

■ For vessels **less than 600 passengers**, some **shops** in town offer handicrafts and souvenirs of Mayotte, if not, all authentic products of Mayotte will be presented in various locations **during shore excursions**.

▶ The small kiosk-shop "**La Mahoraise**", close to the "Grand Marché" dock, offers an **original selection of confections** and local **agricultural products**: jams (to taste: **Baobab jelly!**), Vanilla beans braided, pepper of Mayotte, various **essential oils** distilled locally, as well as many memories with effigies of the island, basketry, pottery, etc

BEST BUYS, elected flavored products of the soil by passengers:

Bandrélé **Artisanal Salt**, which is **naturally iodized**, just one pinch in your dish, **Pepper of Mayotte**, **subtly spicy**, one of the greatest discoveries, the **Vanilla grown on the hills of Mayotte**, **fresh and sweet**, flavored with a unique taste, The mahorese **essential oil of Ylang-ylang**, with lots of properties, a **sensual scent**.

Among the many **local confections**, **easy to carry**, do not miss: **Sada's hat**, beauty mask called **M'zinzano**, jewelry, gold ornaments Swahili style, the traditional dress called "**Saluva**" in multicolored patterns, small "**bouénis**" (women) **painted on the seeds**, or pens and local driftwood, **t-shirts** with effigies of Mayotte like turtles, seahorses, whales, lemurs ...



OTHER SERVICES available on the forecourt of the Tourism Committee

- ♣ **Postal services** (letter box, stamps)
 - ♣ Booths of local **postcards** (photos and watercolors of the destination)
 - ♣ Stands of environmental awareness by the '**nature**' **associations** of Mayotte
 - ♣ Rates in EURO (**make changes on board!**), Cash payment
 - ♣ Information Stand of **leisure facilities** providers
- (Timetable fixed for **short periods**, all activity ceases one hour before the last tender).

BUS TOURS AND PARKING

- Identifiable by a poster showing the **bus number and name of the tour**
- Locations reserved in the **parking** lot of the Committee of **150 meters** from the landing
- The bus tours **depart the 1st**, signal given by receptive agent only
- The **Municipal Police Officers** facilitate parking and departure

In return, the buses drop passengers at the parking entrance by the square of the Tourism Committee.

Private carriers and taxi drivers

Only professional members of STIM, Federation of taxi drivers, SYDETRAMA, Mayotte Union City taxis can carry cruise ship passengers:

- Identifiable by a poster "**Karibu Maoré**"
- In possession of a **fee schedule** set by with Prefecture
- **Port Call Flyer** in 3 languages at disposal in taxis
- Information submitted **72 hours** prior advance at the hospitality desk on board. Collective, individual or crew members transfers **to be booked 24 hours the latest prior arrival** by mail from the carrier.

CAR AND SCOOTER RENTAL

It is highly **not recommended** to rent a vehicle for a short duration. The road network is using the taxi ranks are common and sudden. **Traffic jams** are frequent and **may delay** the return on board. The animation roadsides: children, vendors, zebu, goats, chickens, etc. ... can delay as well the driving.

For the safety of visitors and to avoid any incident, or missing the last tender, the call of Mayotte is not proposing vehicle rental.

LONGONI PIER No. 2

Passenger safety at Port

- Manages lane boundaries, **hospitality kiosk** on the pier
- Stand dedicated to the **control** of passengers and **administrative services** to the DMCs
- **Parking** for **10 excursion buses** permitted to park on the quay at the same time
- **Access** control at the entrance of the Port upon presentation of a card sent by the ICC for buses, taxis and personal
- A **shuttle bus** transfers (2min) from the dock area to the port "life" area
- **No shuttle** Longoni / Mamoudzou city center, use **cabs**

*Pier No. 2 will be dedicated solely to the reception of cruise ships but **at the rear of this area**, port logistical operations continue (stackers and transporters).*

Animation

A **folkloric show** at ship's arrival

Possibility to use the folk troupe at the gangway for **photos**

Port « life » area

- Information kiosk for individual passengers
- Bar-snack-Press



Tourism organization & receptive agencies

TOURS

Tour programs are developed by the receptive agencies; **professionals** specialized in the destination, experienced and specialized of sites visited.

The sites visited are **subject to quotas** up to visitors in order not to undermine the natural environment by excessive pressure.

Among the visits of **cultural and natural interests**, the museum of ylang-ylang and vanilla, salt manufactures of Bandrélé, ylang-ylang trees plantations are the **most frequently offered**. However **all the specific demands of shore excursions departments** are reviewed based on customer tastes and means.

Most visits are scheduled for **½ days** to increase participation rates to excursions aboard and offer a **wider choice of activities** for passengers. It can absorb the maximum cruise passengers offering them the **opportunity to make a trip to land and/or exploring the lagoon**.

BUS FLEET

Local buses are **variable in quality and comfort**, with a reasonable numbers of **air-conditioned buses**, most are new. Otherwise, the majority has **large windows**.

All vehicles are **registered, insured** and subject to annual roadworthiness. At disposal a **large fleet of minibuses with 20 seats** or so, however, buses with **30 seats and 50 seats according to availability**.

The **drivers** have all been **trained** to tourists transport and still **speak poor English**. They are required to **limit** their speed to **65km/h** for the comfort of passengers.

Lost & found items will be donated by the drivers to the receptive agent.

ROAD NETWORK OF MAYOTTE

Tour timings are studied in terms of road network used. Sometimes bumpy pavement, lots of congestion, frequent taxis stops; **roadside activity does not facilitate driving** on the island.

The receptive agencies make **every effort to ensure the return of the buses** on time; however, traffic jams can delay of 15 minutes the arrival at the pontoon. The receptive agencies will inform the ship and the shorex manager as soon as possible.

LOCAL GUIDES


In Mayotte, **French and English** are mostly proposed for guidance, often German. Very **few guides practice Italian and Spanish**, so it is necessary to offer a **ship escort** to translate during the tour.

For **excursion at sea**, no guide provided, it is the **maritime operators provide English explanations**, a **ship escort** is needed to oversee the tour.

Mayotte does not have yet any University, regardless of Mahorese poorly trained for jobs in tourism or languages. However, a team of **mahorese guides, graduate** of State is taking shape: Zaidou AHMED Attoumani HAROUNA hiking specialist will be happy to share their knowledge with the cruise passengers.

COMMITMENT

According to the terms and conditions of the **local operator** selects the corresponding services are subject to **national laws**. Tour programs made in French Department are governed by the **Code of Tourism** in force.



Maore, the **ultramarine overseas** is pleased to **welcome** all the year **all cruise ships** wishing to discover the **most African** of the French islands.

RECEPTIVE AGENCIES

TERRE D'AZUR AGENCY



Manager : Natacha MOUSTOIFA - CHANFI
BP 191 Kawéni - 97600 Mamoudzou
Mobile : +2626 39 25 41 41
Mail : agenceterredazur.mayotte@yahoo.fr

Receptive agency in Mayotte since 2010, specializing in **eco-tourism** related to the observation of flora and fauna: whales (in season), turtles, dolphins, lemurs, and dives to explore the traditions. For an **authentic approach** of the island a **priority given to contact with people and nature**. The agency proposes to ships "tailor-made" Tour programs **environmentally focused**.

BAOBAB TOUR

Manager : Céline BOSCHER-LALANNE
Mobile : +2626 39 69 02 01
Office : +2622 69 62 22 65 - Fax: +262269 62 22 69
Mail : baobabtour@wanadoo.fr

www.baobabtour.fr

Receptive agency since several years in Mayotte, Baobab Tour host your stops closer to your **requirements** for your passengers to **discover the amazing facets** of Mayotte, **its traditions and authentic culture**. Céline Boscher and Attoumani Harouna will develop your circuits **in accordance with your recommendations**. The program features several **thematic excursions**: on the interior with its Mainland **north or south itinerary**, or the discovery of **Petite Terre Island** to diversify your program, an offering tailored **in a limited timing**.

Our tours take into account **respect for fragile ecosystems** of Mayotte by **combining visits to historical landmarks, the most beautiful gardens** or open-air museums, the scents of cinnamon and ylang-ylang still smell at the corner of a trail. This small review would be incomplete without the **inevitable tours to discover the lagoon** and its marine life.

- Possibility of **traditional dances** during breaks refreshments (fresh fruit juice premises **if requested**).
- Ability to guide in **English, German and Italian**.

Baobab Tour is an **active member of Mayotte Cruise Club** in partnership with the Tourism Committee and the various economic actors, with the latest developments in the industry so that your call is a real success and a **lasting memory for your passengers**.

References: Voyages of Discovery MV Discovery March 27th 2009 and Saga are the companies who trust us.

For all contacts and information, contact Céline who will answer in English.

Liability Insurance: Allianz 2810030954

MAYOTTE VACANCES

Manager : Mathilde HORY
BP 421 7 place du marché 97600 Mamoudzou
Office : +2622 69 61 25 50
Mail : mayotte-vacances@wanadoo.fr

The agency is essential to Mayotte and represents locally Corsairfly Airline, Mayotte Vacances offers tour programs tailored to **diverse demand**.

The agency has managed several vessels calling to Mayotte **for over 14 years** and has managed to retain, for its excursion programs, the majority of small capacity vessels to luxury yachts being in Mayotte



Practical information

Climate

Tropical climate, maritime type.
 Temperatures between 23° and 30 °C.
Humidity level off **85%**.
Sea temperature **25,6 °C** on average.

The **rainy season** is hot and humid from November to May with **maximum rainfall in January**, brought by winds from the northeast.

The **dry season** from June to October is **cooler**, from 22 to 25 ° C. Also season when the **whales** come to bat in the lagoon.

The island is subject to the **south-west monsoon** and the North West winds. Cyclonic storms are **infrequent** in this protected area of the Mozambique Channel.

Holidays and school holidays 2011

January 1st: New Year
 Early February: Birthday of Prophet Milad Nnabi
 April 25th: Easter Monday
 April 27th: Abolition of Slavery
 May 1st: Labour Day
 May 8th: Victory Day 1945
 June 2nd: Ascension
 June 13th: Whit Monday

July 14th: Bastille Day
 August 15th: Assumption
 Early September: End of Ramadan
 Nov. 1st: Toussaint
 November 11th: Armistice 1918
 Mid-November: Feast of the Sacrifice / Eid
 Early December: Hegira Muslim New Year
 December 25th: Christmas

Time zones

GMT +3.
 The time difference is **+ 2 hours in winter** and **+1 hour in summer**. In winter, when it is 7 am in Paris, he is 9 am in Mamoudzou. Due to the different pace of life with the metropolis, linked to sunshine, there is also a time difference in the everyday life: the **island wakes up when the sun rises**, the **activity usually begins around 6:30**.

Languages spoken

French is the official language, less spoken by than the former. Young, educated for the most part, speak **several African languages**: **Shimaore**, kiantalaotsi or Shibushi, Malagasy dialect. The Arabic language is taught diligently in **Koranic schools** or "medersas".

Health

Two **hospitals** available: **CHD Mamoudzou**, or the one of Dzaoudzi in Petite Terre. For French passengers, the vital card is not in use in Mayotte, care is reimbursed later, bring a **certificate from** the French Caisse d'Assurance Maladie.

Hold an **insurance policy before departure** in case of repatriation.

Bring the **prescription of regular medications**, think to refrigerate them, read the customs formalities.

No vaccinations required, check the expiry dates of vaccines needed in the Indian Ocean (hepatitis A and B, tetanus, polio, typhoid). Malaria is rare, but **mosquitoes** are still present, get protected from insect bites.

Taxes and tips

Check with Customs for taxes: www.douane.gouv.fr

In restaurants, bars, taxis, with guides during excursion, **tippling is recommended** (about 10% of the amount), not included in the bill.

Money and currency exchange

The currency is **Euro**.

35 dispensers and ATMs allow withdrawal in various banks: BFCOI, Credit Agricole, BRED, Banque de la Reunion.

Payment by Credit Card accepted, mainly Visa, American Express less commonly.

The **travel vouchers** are sometimes accepted in hotels, it is **better to use cash**.

There is currently **no exchange offices** in Mayotte, **change in Euro currency prior arrival**. Some shops, hotels and restaurants accept USD in cash at the day rate indicated.

Banks are open from 08:00 to 15:00, Monday to Friday. Closed on weekends.



Transportation

Urban taxis, the rate is from 1.20 euros to date.

To reach the villages, "**bush taxis**" apply a tariff based on distance (about EUR 5 Mamoudzou the far south).

The "**barge**" (**small inter-island ferry**) makes a connection between Grande and Petite Terre **every 30 minutes**, the journey takes 15 minutes. The **tickets** are available only to the **ferry terminal in Mamoudzou**; access is free from Petite Terre: **0.75 cts round trip** for pedestrians, 15 euros for vehicles.

On booking, a **private taxi-boat** organizes transfers from Dzaoudzi and even the **airport to Grande Terre**, ideal for a stay, for businessmen or large packages to be transported by fast.

Car and scooter **rental** from the airport or Grande Terre, with opt-out for the arrival of the barge. Yet **it is not recommended for day visitors to rent a vehicle**. The road network is under repair, the pavement quality is variable, some dirt roads in the villages or in the bush and few traffic lights around the island. The transit system calls **taxis to stop at any time**, only one recommendation: patience and prudence.

Communication

International telephone network and mobile: SFR, Orange, Only starting with **06 39**. France Telecom landlines starting with **02 69**. **Calls made abroad, dial +262** then the number without the 0.

From Europe, dial: +33 without the leading 0, followed by 6 digits, like other French departments.

Internet access in a few bars of Mamoudzou or **WIFI at Caribou Coffee** downtown.

Costums and immigration

Outside the customs territory of the European Union, Mayotte is considered, both customs and fiscal, like **export territory as compared to the metropolis**, the DOM and other member states

Costums : **+2622 69 61 42 22**

All information on the web site of the Costums Direction: **www.douane.gouv.fr**

Media

The **local press** is represented by weekly newspaper: Mayotte Hebdo and Haraka News, a bimonthly fee: Upanga.

The **international press** is available at "Maison des livres", place Mariage in Mamoudzou, at the kiosk outside the arrival of the barge and in the Habari, in the **Shoppi Mall supermarket**.

There are also three **monthly magazines**: Horizon Austral, Mayotte Magazine and Maoré Universe written by naturalists of Mayotte.

Audiovisual: Reseau France Outremer (RFO) broadcasts a program unique to the island "Mayotte first", composed of **French programs** and broadcasts **in local languages**.

National newspapers arrive 7-15 days after leaving the mainland.

Several operators offer traditional bouquets of **satellite TV channels** (Canal + Reunion, Satellite Reunion), end of 2010 the "TNT", French bouquet will be operative.

Postal services

Mamoudzou (Tel : **+2622 69 61 11 11**)
Monday to Friday: 7am-5pm, Saturday: 8am-12pm

Stamps of "Mayotte" cannot be used to send mail from Metropolis.

Metropolitan stamps cannot be used in Mayotte.

Identical Metropolitan price and costs up to 20gr.

Opening hours

The shops, malls and shops are open from 9am to 12pm and 2pm-5pm Tuesday to Friday. On Monday, some only open in the afternoon on Saturday, streaming, **most are closed Sunday**. The "**Doukas**" small corner shops are open late.

Useful telephone

Police 17 or **+2622 69 61 12 16**
Firefighters 18
Emergency services 15 or **+2622 69 61 86 86**
Sea rescue **+2622 69 62 83 89**
National Police **+2622 69 61 45 30 (12 22)**

Doctors **+2626 39 69 00 00**
(Duty pharmacies listed in the local press)
Hospital **+2622 69 61 80 00**
Customs **+2622 69 61 42 22**
Tourism Committee **+2622 69 61 09 09**



Crew and staff members services

Mayotte attach special care to crew members and **invite them to explore the island through the accompanying tours** but also activities that will be available on booking **72 hours prior arrival**.

A poster will be placed in the crew and staff mess for their quick access to services: **beach transfer**, water activities, information on **discounts in bars and restaurants** of Mamoudzou, places of care facilities, **shopping center**, hairdresser, beauty center, etc. ...

GRAND MARCHÉ PONTOON OF MAMOUDZOU

- **Discount** in some bars and restaurants on presentation of a **crew pass**
- Recommendation of **places for officers and managers** close to the pier, **less interacting with passengers**.
- **No car or scooter rental**, the state of roads, frequent stops and traffic jams are not conducive to short-term rent.
- Few phones. In town, several operators offer rechargeable chips (Orange, SFR, Only).
- **Wifi internet** at Caribou Coffee at 2min walk from the pier.
- **Mail services** by the forecourt of the Tourism Committee
- First need products (toothpaste, razors, toiletries, etc..) available at **“Shoppi” Mall** 5min walk from the pier

Relaxing time...

- A shuttle bus (30 seats) for **transfer to the beach**. Departure 9.45am, returning from the beach 11:10, then 2:15 p.m. and return from the beach 15:30. (Fixed hours, which vary according to the crew tenders). **Rates and booking 72 hours before the call** contacting by mail the Tourism Committee: contact@mayotte-tourisme.com
- **Sport track** at Pointe Mahabou Park, 10min walk from the pier
- **Religious service** at the church of Mamoudzou 15min walk from the pier in the Rue du Cinema

PORT CONTAINERS OF LONGONI

- A bus (30 seats) transfer Longoni / Beach for crew members: 10am; back from the beach 11:15 am, then 2:15 pm. and return from the beach 15:30.
- Rates and reservations at least 72 hours before the ship arrives** by mail to the Tourism Committee: contact@mayotte-tourisme.com
- **No rental car or scooter**, the state of roads, frequent stops and frequent traffic jams are not conducive to short-term rent.



Recommendations for cruise passengers

WEATHER CONDITIONS

Whether on Tour or not, it is imperative to bring a **large bottle of fresh water**, a **hat** and **good shoes**. Most cruise passengers suffer from heat **they do not usually feel** and the **contrast with the cooling of the vessel** can sometimes be difficult either in port until tenders arrive or on the excursion buses.

In Mayotte **the air is hot with little breeze** and lots of dust, which is why we can only strongly recommend you to warn passengers in advance to avoid any discomfort or inconvenience.

The arrival of the ships during the **rainy season** presents opportunities of bad weather and **rains, abundant but transient**, part of the vagaries of the visit, so it is recommended to have an **umbrella** or a **k-way** because the sites offer **few shelter in case of rain**.

Sea excursions

- Always provide **an ship escort** for the trips, according to the languages
- **Equipment**: fins mask and snorkel, is available onboard boats for passengers
- Swimmers are **supervised by an instructor** and must stay together
- **No bathing** with the wild marine fauna for ½ day trips
- **Do not touch the underwater wildlife**: turtles, dolphins, fish, corals ...
- In case of incident or illness, the **pilot** will prevent sea rescue and maritime agent

Shore excursions

- Always bring a **hat**, a raincoat or umbrella and **flat and closed shoes**
- **Avoid giving cash** to children
- **Only use the Euro** for buying souvenirs
- **Do not photograph** the local people **on their prior agreement**
- **No shoes in mosques**, women are not accepted indisposed

Individuals

- **Negotiate** the taxi fare **in advance** and to be paid at the end, rates indicated in the Port Call Flyer
- Check if the proposed visit by the taxi, is one of the **site mentioned in the Flyer**
- Out of respect for the population, **avoid walking in a swimsuit**
- Only go on **beaches** frequented by visitors and **listed in the Flyer** of call
- Bring **useful phones**: Port Agent, Tourism Committee
- It strongly advised **NOT to rent** a scooter or a car

Crew and staff members

- Bring **useful phones**: Port Agent, Tourism Committee when moving
- Always **check the return time** by taxi depending on traffic
- Present the **crew pass** in bars and restaurants of the city
- For emergency service, refer to a host that will take the necessary
- It strongly advised **NOT to rent a scooter** or a car
- Ability to book a **beach transfer**

TO BECOME A REAL "ECO" CRUISE PASSENGER

- **Sun protection**: UV-blocking goggles, hat and **preferably natural or bio**,
- Wear comfortable shoes and **drink plenty of water**.
- **Avoid too tight clothing**, bare or swimsuits in town of course.
- **Ask permission** before **photographing** someone.
- Putting own **waste in a bag** (cigarette butts, wrappers, cans, etc.).
- **Never buy or take** any wild seed, minerals, tortoise shell, shells or corals, the law prohibits and controls are common.
- **Do not damage coral or sea grasses** during swimming.
- At the restaurant, **focus on fresh, natural and local food**.
- Prefer **drinks in glass bottles** for recycling
- Keep a **safe distance from wildlife** watching in silence, **without feeding**.
- Observe marine wildlife **in its natural environment with an experienced guide**.
- Follow the **protocols of approach** to observe wildlife, especially dolphins, turtles and whales, **it is forbidden to touch and stress them**.
- **Watch your feet ...** flora contains many **endemic species** to protect!
- Respect the **religious traditions**, no access to **mosques** without agreement, remove shoes; cover arms and legs to get in there.
- Encourage the **purchase of authentic crafts and products** from Mayotte.



Schedule a stop in Mayotte

Download Documentation

From the **website** of the Tourism Committee: www.mayotte-tourisme.com, for your brochures **download** the best **photos** from the library, the **press kit**, and many other exciting **thematic articles** or **videos** on the destination.

Before the cruise season in the Indian Ocean

1. Contact the **Port Call Coordination** of the Tourism Committee for terms of accommodating ships; please indicate the schedule of calls and the **mail** of the onboard **hospitality desk manager**.
2. Indicate by mail to the port agent selected, the **technical data** of the ship and tenders.
3. **Select the Tour program** of one of the receptive agency **suitable for your guests**.



72h prior arrival

1. The Port Call Coordinator will send an **email** to the hospitality desk manager onboard providing information **on activities for individuals**, a commercial **flyer on craft products and discounts** in bars and restaurants. Thank you to **display** information for **passengers** and in the **crew mess**.
2. On demand, an **English speaking hostess** at the reception onboard, beach **transfer** for crew, a **lecturer** or a **folklore show** on board, request by mail to the Port Call Coordination **no later than 72 hours before arrival** of the ship by mail: contact@mayotte-tourisme.com
3. Inform the **port agent** of number of **passengers and their nationalities**, the **number of crew** members for the Tourism Committee to prepare effectively the ship welcome.
4. The **receptive agency** shall indicate to various state services, the **number of visitors** on shore and sea excursions to **ensure their safety and comfort**.

24h prior arrival

Reconfirm by mail to the Tourism Committee, the selected services, the number of crew members to **transfer beach** and **reservations made to operators for individual activities**.

D-Day

At the first shorex staff tender, please **deliver 5 Daily Programs** to the information platform manager who will inform the different services of important opening hours, and tenders rotation.

Cancelling a call

The rainy season subjected to **last minute cancellations** or **schedule changes**. Either the ship changes its itinerary; it is the destination that can accommodate the ship. Given the economic issue, a **special meeting** is set up by the **Prefecture**.

The **ultimate decision** to refuse a vessel is taken jointly by the Prefecture, the port agent, the receptive agency and the Tourism Committee.

The departments concerned to relieve the ship-owner the **same information based on the reality of the situation** of weather (or policies).

- The **port agent** will undertake to advise the **Captain**
- The **receptive agency** is responsible to inform the **shorex manager**
- The Director of the **Tourism Committee** will undertake to inform the **hospitality desk manager** onboard.

If the owner decides to cancel a scheduled stopover, he will know by email as soon as possible the three operators of call: Port Officer, Responsive and Tourism Committee specifying the reasons for their last minute cancellation.

Last minute call

When a ship comes to **protect the last minute**, a **minimum service** of reception facilities and a tour program is offered to the possibilities of the different services and operators.

SUGGESTION FOR THE CRUISE SEASON

Periods from **May to October** are the most prone to call in Mayotte, in effect:

- the **air** is **cooler**,
- less rainy weather disrupts visits
- it is also a **festive season** with the return of pilgrims to Mecca or the time of the **great marriages**
- but it is also the **arrival of whales in the lagoon**, which remains **one of the strongest moments** in life as these giants of the sea are visible a few meters from ships.

From **June till October**, offer your passengers the **ultimate pleasure** to experience this **rarest moment** in the world!



Mayotte Cruise Club

In **2010**, the destination creates the **Mayotte Cruise Club** whose **goals and missions** are primarily to **develop the sector** and ensure hospitality operations for cruise ships.

At the reception, the Tourism Committee ensures the implementation of devices, supports the **activities** and **logistics** at the port of Mamoudzou.

A study is conducted with community services and state to **improve facilities and equipment**.

The **MCC** also provides **promotion and marketing of the call** from **European and international** shipowners by providing various tools:

- A **Port Call Dossier** tailored to the **specifics of the cruise market** (English)
- **Download information** tools (File photos, videos, articles)
- **Suggestions** of tours and excursions tailored to customers
- Their presence in the **tourism trade shows**
- Commercial plans (Website and Travel Agencies)
- **Web pages** are dedicated to cruising through web sites of Committee of Tourism and the Chamber of Commerce and Industry (English and French)

Mayotte Cruise Club **partners** ensure the dissemination of information and industry news through the **network of professionals** involved in the industry.

Their role is also to **prepare and train artisans, operators, service providers and transporters** to the specific market and customer demands to **adjust their offer**.

Mayotte Cruise Club partners

*Departmental Collectivity of Mayotte and community services
Prefecture and government services (DRT, PAF, National Police Force, Customs)
Direction of economic development and tourism
Directorate of Environment and Sustainable Development, Technical Services,
Harbors,
Directorate of Agriculture, Land and Maritime Resources
Tourism Committee of Mayotte and the green brigade
Receptive agencies
Chamber of Trades and Crafts
Chambers of Agriculture
Directorate of Agriculture and Forestry
Chamber of Commerce and Industry and port services
Mamoudzou City and technical services
Attractions*

Chairman of the MCC: Madi Chanfi AHAMADA
Monitoring missions: Christophe GRAVIER

direction.cdtmayotte@stoinet.com

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