



Mauri Mark KIRIBATI



Accomodation





This Mauri Mark - Accommodation document has been produced by the Tourism Authority Kiribati (TAK) through the assistance of the Ministry of Information, Communications, Transport and Tourism Development (MICTTD) and in consultation with the Environment Conservation Division (ECD) of the Ministry of Environment, Lands and Agricultural Development (MELAD), Ministry of Commerce, Industry and Cooperatives (MCIC) and tourism stakeholders.

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Accommodation constitutes the most important segment of the tourism industry. It is in many ways the base of tourism industry as it is a vital and fundamental part of tourism supply. In their travel, visitors require a location where they can rest and revive, and it is for this reason that commercial accommodations exist. The availability of accommodation in a destination and the type of accommodation available creates an image of a tourism destination in the mind of the traveler.

The accommodation options in Kiribati currently range from hotel, resort, guesthouse, motel & self-contained apartment, and homestay. International star rating classification do not apply in Kiribati, however as a guide, a few properties in South Tarawa and Kiritimati may pass as 2-star hotels. The outer islands of Kiribati typically offer traditional island style bungalows called "Buia" with modest room amenities.

As a developing destination, Kiribati does not enjoy the benefit of an internationally accredited accommodation rating system. However, to strengthen visitor understanding on the type of accommodation available in Kiribati, we will need to create that perception and understanding in their minds.

To achieve this, the Tourism Authority of Kiribati (TAK) has developed the following Mauri Mark standards rating system for all accommodation providers. Accommodation providers will be required to satisfy all Mauri Mark criteria and are required to sustain them during their business operations. Where necessary, the criteria may be amended by the TAK in consultation with Industry stakeholders and relevant Government departments.

Accommodations will be classified under two categories:

CATEGORY 1 - Hotel, Resort, Guesthouse, Motel & Self Contained Apartment.

CATEGORY 2 - Island Bungalow, Homestay and Airbnb's.

All properties will be evaluated on the following:

- Business Operations
- Fire Safety Procedures
- Health and Hygiene standards
- Safety & Maintenance
- Facilities and in-room amenities
- Environmental sustainability practices
- Guest Support Service



HOTEL

A hotel in Kiribati is defined as an accommodation establishment with no less than 10 units. Hotel facilities typically include a reception, a restaurant and bar, room service, daily housekeeping services, safe storage area, car park, visitor information desk, public area washroom and facilities. Room facilities in a Kiribati hotel includes tea and coffee making facilities and toiletry supplies with either air condition and/or electric fans.

RESORT

A resort in Kiribati is defined as an accommodation establishment that has the same key characteristics as a hotel with outdoor recreational activities.

GUESTHOUSE

Accommodation establishment with less than 15 rooms, with a common room/hall, single bedroom or shared rooms with bunk beds, dormitory rooms, shared bathroom and toilet and kitchen with all facilities for cooking and dining. Guests staying in a Kiribati guesthouse usually cook for themselves. Daily housekeeping is provided but not mandatory.

MOTEL & SELF CONTAINED APARTMENTS

Accommodation establishment with no less than 5 units and ranges from studio apartments through to 1-3 bedroom. Self contained apartments offer kitchen facilities.

ISLAND BUNGALOW OR BUIA

Accommodation establishment traditionally built with thatched roof. Architectural design reflects local Kiribati island historical building structure.

HOMESTAY

Accommodation establishment that allows for a visitor to rent a room from a local family in a home-like setting. It is common for visitors to use this to improve their Kiribati language skills and to be familiar with the local culture and lifestyle. Homestay guests in Kiribati are either accommodated in a separate room or in a Kiakia, a traditional hut with raised platforms with all meals daily.

AIRBNB

An apartment or room rented through a home sharing website, does not provide housekeeping services and visitors make their own meals.

Mauri Mark Rating



How to apply for Mauri Mark Rating

Properties that fit the description of the different types of accommodation in Kiribati must apply for a Mauri Mark rating per the Tourism Act 2018 – Part VII Section 39 (2). Interested properties must apply using the approved application form available from TAK office. An online application form is also available on the TAK website.

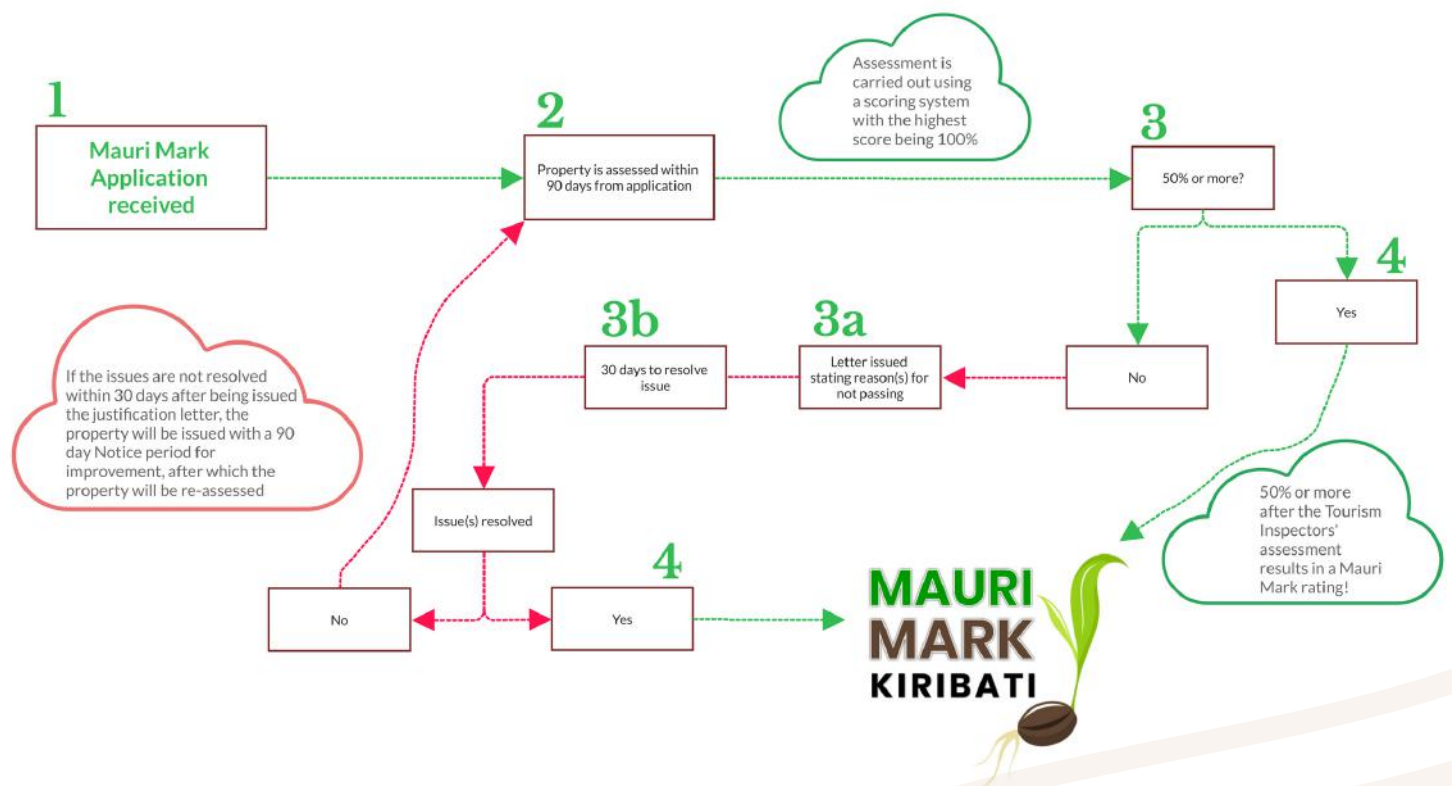
Property Assessment

Property assessment will be carried out 90 days after the application is received.

The assessment will be conducted by TAK tourism inspectors on a mutually agreed date with the property owner, based on the highlighted criteria as outlined in the inspection sheet.

Additionally, there are two forms of audit under the Mauri Mark program. The first is conducted in the first two weeks of January each year. The audit will be based on the minimum conditions that have been prescribed by the TAK.

Properties that do not meet the minimum 50 points required to be rated will be issued with a letter from the TAK detailing reasons. This letter will allow the business one month to address the issue before further audit is undertaken. If the issue is resolved, a Mauri Mark will be awarded. However, if the matter is not resolved, the property will be issued with a 90 day notice period for improvement, after which the property will be re-assessed as illustrated in the flow chart below.





The second type of audit is on customer experience which will be conducted if the TAK receives three written complaints on a specific issue relating to the Mauri Mark criteria. Upon receipt of three specific complaints, TAK will formally communicate to the business explaining that an audit has been activated and providing two weeks' notice for an onsite inspection. This will allow time for the business to rectify the issue before the inspection.

If the customer experience audit is completed and the specific issue is not resolved to the satisfaction of the TAK, the Mauri Mark status for that business will be revoked. If resolved, its Mauri Mark Certificate will be granted or returned for display.

Additional requirements

In addition to maintaining all the prescribed minimum safety and standards conditions for businesses to obtain and keep the Mauri Mark, they will be required to send their staff to customer service, First-aid training, and Fire drill workshops coordinated by TAK.





Businesses will be required to have in their rooms or at reception area, guest accommodation feedback forms and to encourage guests to complete the forms upon check-out.



Mauri Mark Grading System for Accommodations

Grading for accommodations is based on room amenities and facilities as well as guest support services. Points are allocated to each item available. Total points when tallied determine the coconut allocations. Provided below is the Mauri Mark Coconut rating allocation and descriptions for accommodation.

Coconut rating

Rating	Score	Description
	50-64	Properties that offer basic facilities at affordable rates and are suitable for budget travellers. Clean and secure, but does not meet most items that contribute to general guest comfort.
	65-79	Properties that offer better facilities at competitive rates. Cleaned and secure but does not meet some items that contribute to general guest comfort.
	80-94	Properties that feature quality rooms, amenities and guest facilities. Clean and secure and meets most items that contribute to general guest comfort.
	95-100	Properties with exceptional quality facilities and amenities that meet or exceeds all items that contribute to general guest comfort.

Note: properties that score less than 50 points will not qualify for the Mauri Mark rating.



Mauri Mark Certification

Properties awarded with a Mauri Mark Coconut Rating will be issued with a certificate that must be displayed at the check-in area or other areas within the property that will be visible to all guests.

Validity of Mauri Mark Rating

Mauri Mark Coconut Rating is valid for 1 year and will be reviewed annually by TAK. The annual review will be based on a complete property re-assessment based on the approved criteria.

Grievance Procedure

Properties that dispute their Mauri Mark Coconut Rating may submit their grievance via an official letter addressed to:

The Manager
Product Development, Licensing & Monitoring
Tourism Authority of Kiribati
Takoronga
BETIO
E:mail - maurimark@kiribatitourism.gov.ki

Once received, TAK will go through the grievances in person with the property representative. The property will then be provided with the grading score sheets and the justification of the points awarded. If the property continues to be dissatisfied with the rating, TAK will schedule a re-assessment of the property and outcome will be final.



CATEGORY 1

Hotels, Resort, Guesthouse, and Motel & Self Contained Apartments

No.	Categories	Yes	No	Point per item	Points scored
1	Business operations				
1.1	Business license is up to date and clearly displayed with Certificate of Registration			3	
1.2	Business license valid but without Certificate of Registration			1	
1.3	Business license expired			-1	
1.4	A proper area is in place for registering guests			1	
1.5	Manager or staff is on-call 24hrs			1	
1.6	A house/public phone is available to guests			1	
TOTAL BUSINESS OPERATIONS (6)					

Mauri Mark Category 1



No.	Categories	Yes	No	Point per item	Points scored
2	Room facilities				
2.1	Television in room connected with overseas and local channels			2	
2.2	Television with only 1 channel			1	
2.3	Telephone in room with directory			2	
2.4	Telephone without directory			1	
2.5	24hr wireless, free internet access			2	
2.6	24hr wireless, paid internet access			1	
2.7	Tea/coffee making facilities (coffee, tea, sugar, milk - free)			2	
2.8	Tea/coffee making facilities (coffee, tea, sugar, milk - not included)			1	
2.9	Minibar - stocked			2	
2.10	Minibar - unstocked			1	
2.11	Complimentary bath towels			1	
2.12	Air conditioned, ceiling fan and table fan			3	
2.13	Air conditioned, with ceiling fan or table fan			2	
2.14	Air conditioned only			1	
2.15	Ceiling fan or table fan available			1	
2.16	Room service			1	
2.17	Hot and cold shower			2	
2.18	Cold shower only			1	
2.19	Iron with ironing board			1	
2.20	In-room safe			1	
2.21	Treated water supply and/or rainwater			2	
2.22	Untreated well water			1	
2.23	Private bathroom and toilet facilities			2	
2.24	Shared bathrooms and toilet facilities			1	
2.25	Rubbish bin in room			1	
2.26	Guest accommodation feedback form			1	
2.27	24hr reception			1	
2.28	No receptionist but owner is available on-call 24hrs			1	
2.29	Contact available in case of emergency			1	
TOTAL ROOM FACILITIES (40)					

Mauri Mark Category 1



No.	Categories	Yes	No	Point per item	Points scored
3	Fire safety				
3.1	Approved fire extinguisher			2	
3.2	Alternative fire extinguishing equipment available			1	
3.3	Certified fire safety staff			2	
3.4	Information on fire procedures and fire exits clearly marked on every room and public area			1	
TOTAL FIRE SAFETY (6)					
4	Health & hygiene				
4.1	Insect netting is in place and in good condition on all kitchen windows			1	
4.2	Bathroom and toilet areas are hygienic and odour free			2	
4.3	Rooms and grounds are clear of litter and insect/rodent breeding sites			1	
4.4	Insect and vermin protection available e.g insect repellent such as chalk or mosquito coils			2	
4.5	First aid kit			1	
TOTAL HEALTH & HYGIENE (7)					

Mauri Mark Category 1



No.	Categories	Yes	No	Point per item	Points scored
5	Support services				
5.1	Power backup supply			3	
5.2	Solar lights			2	
5.3	Laundry services			1	
5.4	Self-operated laundromat			1	
5.5	Free parking space			1	
5.6	Restaurant on-site			2	
5.7	Kitchen and dining room			1	
5.8	Kitchen available only			1	
5.9	Luggage storage facility			1	
5.10	Staff in uniform			2	
5.11	Staff look smart, presentable - but no uniform			1	
5.12	Tourism information rack			1	
5.13	Airport transfers			1	
5.14	Guest entertainment including traditional dance shows and activities			1	
5.15	Tours and day trips provided or can be organised			1	
5.16	Website and social media presence			2	
5.17	Website but no social media presence			1	
5.18	No website but with social media presence			1	
TOTAL SUPPORT SERVICES (29)					

Mauri Mark Category 1



No.	Categories	Yes	No	Point per item	Points scored
6	Sustainability				
6.1	Has a valid Environment License i.e Construction and operation			2	
6.2	Marine ecosystem is not disturbed during the construction and operation e.g seagrass, corals, mangroves			1	
6.3	Sand and gravel mining shall be carried out without an Environment License. For South Tarawa operators, all sand and gravel must be purchased from Atinimarawa Company Ltd			1	
6.4	Waste water is discharged into a contained and sealed storage facility but not directly into the sea			1	
6.5	Sewage storage design approved by MISE. No leaks and overflow of sewage.			1	
6.6	Waste is separated into different bins e.g recyclables, inorganic and organics.			2	
6.7	Organic waste is reused e.g compost or pig feed			1	
6.8	Recyclables are contained and regularly disposed at the Kaokimaange Yard, Betio.			1	
6.9	When Ozone Depleting Substances (ODS) gases are identified on site, the operator must have a valid ODS General License for storage, use and handling of ODS gases.			1	
6.10	The construction and/or operation noise, (black smoke emission and vibration) of the business does not unreasonably interfere with the health and comfort of any person			2	
TOTAL SUSTAINABILITY (13)					
TOTAL (100)					



CATEGORY 2

Island bungalow, Homestay, Community stay, Airbnb

No.	Categories	Yes	No	Point per item	Points scored
1	Business operations				
1.1	Business license is up to date and clearly displayed with Certificate of Registration			3	
1.2	Business license valid but without Certificate of Registration			1	
1.3	Business license expired			-1	
1.4	Manager or staff is on-call 24hrs			1	
1.5	A house/public phone is available to guests			1	
TOTAL BUSINESS OPERATIONS (5)					
2	Room facilities				
2.1	Bedroom furniture - coffee table and chair			3	
2.2	Bedroom furniture - coffee table or chair			2	
2.3	Bedroom without furniture			1	
2.4	Bedroom with linen, pillows and towel provided			2	
2.5	Bedroom with linen and pillow - no towel provided			1	
2.6	Tea/coffee making facilities (coffee, tea, sugar, milk - free)			3	
2.7	Tea/coffee making facilities (coffee, tea, sugar, milk - not included)			1	
2.8	Ceiling fan and table fan provided			2	
2.9	Ceiling fan or table fan provided			1	
2.10	Complimentary bath towels			1	
2.11	Shared bathrooms - toiletries provided			2	
2.12	Shared bathrooms - no toiletries provided			1	
2.13	Private bathroom with shower - toiletries provided			2	
2.14	Shared toilet			1	
2.15	Flush toilet			2	
2.16	Manual toilet			1	
2.17	Public toilet			1	
2.18	No shower but bucket or basin with water provided instead			1	
TOTAL ROOM FACILITIES (28)					

Mauri Mark Category 2



No.	Categories	Yes	No	Point per item	Points scored
3	Support services				
3.1	Laundry service available - done for the guest			3	
3.2	Self-service laundry facility provided with detergent			2	
3.3	Self-service laundry facility without detergent			1	
3.4	Tours and day trips provided or can be organised			1	
3.5	Guest entertainment including traditional dance shows and activities			1	
3.6	Power backup supply			1	
3.7	Solar lights			1	
3.8	Staff look smart, presentable - but no uniform			1	
3.9	Rubbish bin in public area			1	
3.10	Common kitchen available			1	
3.11	Airport transfers			1	
3.12	Website and social media presence			2	
3.13	Website but no social media presence			1	
3.14	No website but with social media presence			1	
TOTAL SUPPORT SERVICES (18)					
4	Fire safety				
4.1	Approved fire extinguisher			2	
4.2	Alternative fire extinguishing equipment available			1	
4.3	Certified fire safety staff			1	
4.4	Information on fire procedures and fire exits clearly marked in every room and public area			1	
TOTAL FIRE SAFETY (5)					
5	Health & hygiene				
5.1	Insect netting is in place and in good condition on all kitchen windows			2	
5.2	Bathroom and toilet areas are hygienic and odour free			2	
5.3	Rooms and grounds are clear of litter and insect/rodent breeding sites			2	
5.4	Insect and vermin protection available e.g insect repellent such as chalk or mosquito coils			2	
5.5	First aid kit			2	
TOTAL HEALTH & HYGIENE (10)					

Mauri Mark Category 2



No.	Categories	Yes	No	Point per item	Points scored
6	Sustainability				
6.1	Has a valid Environment License i.e Construction and operation			2	
6.2	Marine ecosystem is not disturbed during the construction and operation e.g seagrass, corals, mangroves			1	
6.3	Sand and gravel mining shall be carried out without an Environment License. For South Tarawa operators, all sand and gravel must be purchased from Atinimarawa Company Ltd			1	
6.4	Waste water is discharged into a contained and sealed storage facility but not directly into the sea			1	
6.5	Sewage storage design approved by MISE. No leaks and overflow of sewage is visible.			1	
6.6	Waste is segregated into different bins e.g recyclables, inorganics and organics.			2	
6.7	Organic waste is reused e.g compost, pig feed, etc			1	
6.8	Recyclables are contained and regularly disposed at the Kaokimaange Yard, Betio.			1	
6.9	When Ozone Depleting Substances (ODS) gases are identified on site, the operator must have a valid ODS General License for storage, use and handling of ODS gases.			1	
6.10	The construction and/or operation noise, (black smoke emission and vibration) of the businesses does not unreasonably interfere with the health and comfort of any person			2	
TOTAL SUSTAINABILITY (13)					
TOTAL (79)					

Who administers the Mauri Mark program?



The program will be managed by TAK. The Product and Development Division of TAK will be responsible to provide advice and support on the program as well as being the key contact with stakeholders.

Contact Details

Attn: MAURI MARK Program
Tourism Authority of Kiribati
PO Box 479, Tabon Takoronga, Betio
Tarawa, Republic of Kiribati.

Ph: (686) 75125998

Email: maurimark@kiribatitourism.gov.ki

Website: www.visitkiribati.travel



APPLICATION FORM



PROPERTY DETAILS

Property Name	
Physical address	
E-mail address	
Telephone number	
Website	

PRIMARY CONTACT

Name	
Designation	
E-mail address	
Mobile phone number	

FOR OFFICIAL USE ONLY

Date of inspection	
Prescribed fee	
Responsible officer	
Mobile phone number	

Guest Accommodation Feedback Form



The Tourism Authority of Kiribati welcomes you to share your experience and feedback on your recent hotel experience. Your feedback will help improve our accommodation products and services.

GUEST ACCOMMODATION FEEDBACK



YOUR DETAILS

Name			
Address			
E-mail address		Telephone	
Name of accommodation			

Please tick appropriate box

Excellent

Good

Fair

Poor

	Excellent	Good	Fair	Poor
Check-in experience				
Room cleanliness				
Room amenities				
Hotel hygiene & sanitation				
Availability of guest services information				

How can we improve?

Please be assured that all personal information shared on this form will remain confidential.





Photo credit: Levita Levi



Santo Antonio Parish Hotel, Abemama