

**AIR MAURITIUS TENDER**

**ANCILLARY TRAVEL SERVICES  
(PROC/345/18/SKB)**

**REPLIES TO QUERIES RECEIVED – ISSUE 1**

Dear Sir/Madam

Following the tender launched for Ancillary Travel Services, please find below the list of queries received and our reply to same:

**Query 1: Type of Channel used e.g. website, offline, call centre etc.**

Reply: The main distribution channels through which Air Mauritius currently markets its product are as follows:

- Travel Agencies / Tour Operators
- MK Offices
- MK Website
- MK Call Centre
- Air Mauritius Holidays Website
- GSAs

**Query 2: Booking Numbers/ The number of passengers (split of the 1.6 M passengers) by region as per below:**

Reply:

<b>Region</b>	<b>% Share</b>
Europe & North America	18%
Australia & Middle East	8%
Africa	13%
Indian Ocean	24%
Rodrigues Island	11%
Asia	26%

**Query 3: Past year and projected split of passengers per country/region (inward and out)**

Reply to query 2 can be used as a baseline and with an annual average growth of 6% can be assumed for future years.

**Query 4: Number of Kestrel Flyers members (Red, Silver and Gold)**

Reply: Total members as at 30 November 2018

<b>Red</b>	175975
<b>Silver</b>	27557
<b>Gold</b>	1518
<b>Total</b>	205050

**Query 5: % of Round Trip and One-way tickets**

Reply:

Return Trips = 85.44%

On-Way Trips = 14.56%

**Query 6: Conversion ratio**

10% out of the 1.6 M passengers have booked online

**Query 7: Is Insurance pre-selected or customer should 'tick' to buy it?**

The Ancillary Travel Services would be offered within the ticket and as such all passengers buying an Air Mauritius flight ticket would be automatically entitled to the Ancillary Travel Services

**Query 8: Any idea of the limits for each benefits? or would you prefer that we provide alternative limits**

Reply: Bidders to propose the limits.

**Query 9: We understand this is a new scheme. If not are there any loss stats?**

Reply: This is a new scheme that will be introduced.

**Query 10: What will be the requirements in terms of main spoken languages?**

Reply: English, French & Chinese depending on markets.

**Query 11: What will be the requirements in terms of policy document languages?**

Reply: English, French & Chinese depending on markets.

**Query 12: Kindly provide the claims ratio (including claims paid and outstanding)**

Reply: This is a new scheme that we plan to introduce and as such do not have any claims ratio.