



## MALDIVES TOURISM AWARDS - 2023

### General Guidelines for Applicants

Introduction	1.	<p>“<b>Maldives Tourism Awards (MTA)</b>” is an annual National Award launched by the Ministry of Tourism in 2022, to recognize tourist establishments for delivering outstanding services to tourists by empowering employees. It seeks to maximize the benefits of tourism to the local communities with enhanced community engagement in the sector, by encouraging tourism businesses to provide opportunities to the locals.</p>
Objectives	2.	<ul style="list-style-type: none"> <li>• To recognize tourist establishments who apply standards and procedures of excellence to services and facilities provided to their employees.</li> <li>• To acknowledge and appreciate tourism sector establishments and professionals for delivering outstanding experiences and maintaining the Maldives brand image.</li> <li>• To encourage contributions made by tourism establishments and stakeholders to the local community, social responsibility and sustainability.</li> </ul>
Categories, Awards & Evaluation Criteria	3.	<p>a. The <b>Maldives Tourism Awards 2023</b> will feature the following five categories.</p> <ul style="list-style-type: none"> <li>C-1. Tourist Resorts (16 awards)</li> <li>C-2. Tourist Guesthouses &amp; Tourist Hotels (15 awards)</li> <li>C-3. Tourist Vessels (13 awards)</li> <li>C-4. Other Facilities (<i>Travel Agencies, Dive Centres &amp; Water Sport Centres</i>) (5 awards)</li> <li>C-5. Tourism Personalities/Professionals (10 awards)</li> </ul> <p>b. Awards with evaluation criteria is annexed to this guideline as <b>ANNEX 1: Maldives Tourism Awards 2023 – Categories, Awards and Criteria</b></p>
Application	4.	<p>a. Interested parties should submit their applications online, through the link <a href="https://tinyurl.com/ApplyMTA2023">https://tinyurl.com/ApplyMTA2023</a></p> <p>b. Tourist resorts, hotels, guesthouse and vessels may apply for any number of awards specified in their respective categories.</p> <p>c. A separate proposal should be submitted for each award. Proposals will be deemed complete if all documents mentioned in the criteria for the respective award is included in the proposal. Where a document stated in the criteria is not applicable to that establishment/facility it should be mentioned in the proposal and the points allocated for that criterion will not be awarded.</p> <p>d. All tourist establishments should submit their applications under the name registered with the Ministry of Tourism.</p> <p>e. Application for award categories from C-1 to C-4 should be submitted by the establishments.</p>



		<p>f. Application for Tourism personalities / professional category is open for both nomination and self-application.</p> <p>g. No submissions will be accepted after the deadline.</p>
<b>Deadline</b>	<b>5.</b>	Applications must be submitted no later than <b><u>13:00 hrs on Sunday, 16<sup>th</sup> July 2023</u></b>
<b>Eligibility</b>	<b>6.</b>	<p>a. The following tourist establishments, facilities and individuals in the Maldives tourism sector, are eligible to apply for this award;</p> <ol style="list-style-type: none"> <li>1. Tourist Resorts</li> <li>2. Tourist Hotels</li> <li>3. Tourist Guesthouses</li> <li>4. Tourist Vessels</li> <li>5. Travel Agencies</li> <li>6. Dive Centres</li> <li>7. Water Sports Centres providing services to tourists</li> <li>8. Local professionals working in the tourism sector of Maldives with a service record of one year or more</li> </ol> <p>b. Tourist resorts located within the same lagoon and operated as a cluster, sharing their operational services <b>can</b> apply for the awards as <b>ONE establishment</b> under their business name used for marketing purposes. Such applications shall indicate all resort names of the cluster in their proposal and resorts in the defined cluster cannot submit individual applications.</p> <p>c. Hotels operating with business nature as resorts must apply for resort category.</p>
<b>Evaluation</b>	<b>7.</b>	<p>a. Applications will be evaluated by a panel of experts, based on the criteria provided in <b><u>Annex 1</u></b> of this Guideline.</p> <p>b. Applications will be judged/assessed for the year starting from <b><u>1<sup>st</sup> June 2022 to 31<sup>st</sup> May 2023.</u></b></p> <p>c. In order to win an award, applicants <b>MUST</b> achieve a minimum 75% of the total score. For any award, if none of the applicants achieve the minimum required score, the award will not be given to any party.</p> <p>d. For the <b><u>Staff Accommodation Award, Staff Dining Experience Award, Excellence in Staff Recreation and Well-being Award</u></b> and <b><u>Employee Healthcare Award</u></b> points will be weighted based on 3 staff levels as below</p> <ul style="list-style-type: none"> <li>– Managerial – 20%</li> <li>– Mid-management – 30%</li> <li>– General team members (line staff) – 50%</li> </ul> <p>e. If required, inspections and interviews will be carried out as per the evaluation panel’s advice. Establishments shall provide arrangements and assistance for the inspections.</p> <p>f. For each award the highest scoring <b><u>03 (THREE)</u></b> establishments / professionals will be selected as finalists and notified prior to the awarding ceremony. <b><u>The winner will only be announced at the ceremony.</u></b></p>
<b>Disqualification</b>	<b>8.</b>	a. Application(s) will be disqualified, if any information provided in a



		<p>proposal submitted with the application is proved to be false.</p> <p>b. Application(s) submitted with incomplete proposals will be disqualified.</p> <p>c. After submissions, if an applicant wishes to recall or withdraw their application, they should send an official request to the Ministry of Tourism in writing via email. The Ministry will withdraw the application once the email request is received.</p> <p>d. Individuals nominated or applying for the Personalities/ Professional category should not be convicted of a criminal offence before any court of Law, or have an ongoing criminal investigation by a relevant Government authority (details will be annexed at a later date)</p> <p>e. If an individual is convicted, between the period of being selected as the winner for the award and awarding ceremony, the individual will be disqualified.</p>
<b>Other Matters</b>	<b>9.</b>	The Ministry of Tourism reserves the right to amend this Guideline for any issues specifically not mentioned in this guideline.
<b>Contact</b>	<b>11.</b>	Details or queries on this award can be requested via an email to <a href="mailto:mta@tourism.gov.mv">mta@tourism.gov.mv</a>