



DATE: 14 March 2021

## OPERATOR LISTING GUIDELINES

### ParrAPI Listings Inclusion and Exclusion Criteria

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### PARRAPI LISTING INCLUSION CRITERIA

The following section outlines the general listing criteria, applicable to all categories. This criteria excludes any entity who on-sells other products for non-travel related products. For further details on product exclusions, see **ParrAPI Listing Exclusion Criteria**.

#### Tourism Operator Definitions

A tourism operator is defined as having a business operating a business or event from the categories in the following pages. The operator must meet the criteria based on the definition provided before registering. Participating operators must be located and/or operate their business within Seychelles. For further details on ParrAPI product categories, see ParrAPI Product Categories & Types.

#### Leisure Tourism Focus

The product must provide a direct service or experience to the leisure tourist



### Individual Business Listings

Each listing must only contain one product. Businesses operating multiple products from multiple categories must list each one independently within the relevant product category. For further details on ParrAPI categories, see ParrAPI Categories & Types.

### One Accommodation Listing per Physical Property

Only one accommodation listing is allowed within each physical property.

### Listing Updates

Product listings not updated for 12 months or longer will be disabled.

## PARRAPI LISTING EXCLUSION CRITERIA

The following section outlines the general exclusions, i.e. listings that are not eligible on ParrAPI. These exclusions are applicable to all categories.

### Websites/Virtual Businesses

A website/virtual business does not have physical premises that customers can walk in to and access the products and/or services. Instead customers view the products and/or services on the business's website(s) and place orders via the internet.

#### Exclusion Example – Websites/Virtual Businesses

A person, business or organisation, without a physical premise accessible to customers, that provides a direct or indirect Internet/web based information for placing bookings. The website/virtual business may or may not charge a service fee.



## Travel Insurance

Travel insurance providers provide insurance to cover the eventualities of a period of travel away from home such as cancellations, flight delay, loss of luggage, medical costs, and theft of money and/or belongings.

### Exclusion Example – Travel Insurance

A person, business or organisation, with a physical premise, where customers can purchase travel insurance for products and/or services. The travel insurance provider may or may not charge a service fee.

## Human Resource Provider

Human resource/service providers supply a specific resource or service.

### Exclusion Example – Human Resource Provider – Cleaning Service

A person, business or organisation, with or without a physical premise, providing a remote and/or static cleaning (e.g. premises, clothes, cars) service to customers. The cleaning service provider may or may not charge a service fee.



## PARRAPI PRODUCT CATEGORIES & PRODUCT TYPES

The following section defines the ParrAPI product categories and types.

Accommodation	
Accommodation establishments allowing short term stay.	
<b>Guesthouse</b> An establishment containing several rooms or suites, supplemented by one or separate buildings that provides lodging or sleeping accommodation which includes a reception and common areas with ancillary food and beverage facilities that are solely for the use of its in-house guests.	<b>Hotel</b> An establishment containing several rooms or suites, supplemented by one or more separate buildings that provides lodging or sleeping accommodation and ancillary food and beverage areas including a reception area and offers food and beverage services to guests and general public.
<b>Island Resort</b> An establishment based on any island other than Mahé, Praslin, La Digue or Cerf Island within the Republic, offering several rooms or suites supplemented by one or more separate buildings for lodging or sleeping accommodation including a reception area, and offers its guests or clients accommodation on full board basis as well as other facilities.	<b>Self-Catering</b> A purpose built or a converted house, cottage, chalet, bungalow, flat, apartment or villa that provides lodging or sleeping accommodation, where the facilities and equipment are provided for guests or clients to cook or prepare their own meals, and which facilities are adequate to cater or accommodate for the maximum number of guests or clients as licensed.

Attractions	
Must be places/areas of interest that offer a distinct visitor experience to the leisure tourist	
<b>Amusement and Theme Parks</b> A theme or amusement park is an enclosed area or site that provides a variety of experiences, amusements and services often relating to a particular theme. Admission fee usually applies. This	<b>National Attractions</b> A natural attraction is one that has been created by nature and can be enjoyed by visitors to your destination. E.g. Lookouts, Nature Walks, Waterfalls, State Forests, and Rivers.



can include water parks and mazes.	
<b>Entertainment Venues</b> Entertainment venues include cinemas, clubs, casinos, theatres, performance centres, licensed clubs and nightclubs.	<b>Parks and Gardens</b> Parks and gardens must be open to visitors. They can vary in size and include botanic gardens, arboretums, display gardens and local parks.
<b>Galleries, Museums and Collections</b> Galleries, museum, collections, interpretative and/or science centres listed here must be open with some regularity. They may house arts, crafts or any collection of interest.	<b>Shopping and Markets</b> Retail shopping outlets include shopping precincts, iconic fashion houses, major shopping centres, shopping arcades, antique shopping, etc. Markets include food markets, farmers markets, etc. that are permanently housed in the same location. Irregularly held markets without permanent locations may be listed in Events.
<b>Historical Sites and Heritage Locations</b> A historic or heritage site location where pieces of political, military, cultural or social history have been preserved due to their heritage value.	<b>Spas and Retreats</b> Spas and Retreats will provide a variety of services for the purpose of improving health, beauty and relaxation through various treatments and activities.
<b>Landmarks and Buildings</b> Landmarks and buildings listed here will be objects or features that are of interest to visitors. This type can include bridges, buildings, places of worship and lighthouses.	<b>Sports and Recreation Facilities</b> These listings must specifically relate to sport and recreation. These can include indoor and outdoor facilities that would add to a visitors experience within the destination. E.g. climbing walls, go karts, gymnasiums, public swimming pools, playgrounds etc.
<b>National Parks and Reserves</b> National Parks and reserves are an area, piece of land, or body of water that is protected by the state for the enjoyment of the general public and/or the preservation of flora and fauna.	<b>Zoos, Sanctuaries, Aquariums and Wildlife Parks</b> These attractions maintain a collection of wild animals usually in a park or gardens (or tank), for the study, conservation and display for the general public.



## Events

Must have a leisure tourism focus with the best potential to stimulate visitation.

<b>Business Event</b> Business events suitable for listings include: significant conferences, seminars, galas, launches, symposiums or other activities where the majority of participants will be travelling from interstate or overseas and the program will permit leisure time at the destination.	<b>Festivals and Celebrations</b> A Festival event may include: film festivals, seasonal festivals e.g. arts festivals, food festivals, multicultural festivals, etc. A Celebration or Commemoration event may include National Day activities, New Years Eve or Feast of Assumption.
<b>Classes, Lessons, Workshops and Talks</b> List educational events here such as art workshops, cooking classes/lessons and motivational and inspirational speakers.	<b>Food and Wine</b> Food and Wine Events listed here will have food, wine or other beverages as the core component of the event e.g. a one off themed dinner/lunch/performance at a hotel.
<b>Community Event</b> Eligible community events are those open to the general public, in a public venue, specially targeting audiences or attendances from the broader community and interested visitors e.g. fetes, charity events, street parades, local Christmas Light displays.	<b>Markets</b> A market event is not a permanently housed, regular market. List those under Attractions/Shopping and Markets. Market events include one off, irregular or specially themed markets in temporary locations. Market events may include produce, crafts, special night markets etc.
<b>Concert or Performance</b> A Concert or Performance may include plays, musical theatre shows, opera, stand-up comedy, circus performances, puppetry, music concerts of any genre, dance, once off film screenings and live shows.	<b>Sporting Events</b> Sporting events listed here can either be for participation, viewing or a combination of both. The event needs to have the best potential to attract locals/overseas visitors e.g. MCB Golf Tour, FINA,
<b>Exhibitions and Shows</b> Exhibitions and/or display events listed here cannot be permanently available at an Attraction. Include that kind of information within an Attraction description. List temporary, or one-off exhibits e.g. Open Gardens, French Impressionism. Show events do not include musical shows - list these under Concert/Performance. Show events listed here include Easter Shows, Agricultural Shows, Lifestyle Shows e.g. Craft/Health &	



Wellness etc.	
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## Food and Drink

Establishments which are targeted at leisure visitors and/or offer a unique dining experience.

<b>Bar</b> Bars are businesses that sell beverage products as their primary offering. Suitable bars will be in locations suited to other leisure tourism activities.	<b>Produce</b> A Food or Produce related business with a leisure tourism focus. The business can offer both "experience" and "produce", however produce must be available for visitors to purchase.
<b>Breweries</b> Breweries offer "brewery or distillery related experiences or products" as their primary business. Suitable businesses must have 'cellar doors' that are open to the public for tastings. Experiences must be suitable for visitors to the area.	<b>Restaurants and Café</b> Restaurants or Cafes offer dining, food or beverages as their primary business. Please note, this does not include fast food franchises.
<b>Cooking Schools, Lessons, Workshops</b> Cooking Schools, or leisure tourism based establishments that offer food-based lessons and/or workshops are suitable in this classification. Restaurants & Cafes which offer cooking schools, lessons or workshops can be included here. Other examples may include wine tasting workshops, barista courses etc.	<b>Wineries</b> Suitable Wineries for this classification must have cellar doors that are open to the public for tastings. They offer "wine" related experiences or products to the leisure tourism market.

## General Services

General Services are limited to products or services which support tourism and those who travel

ATM	Discount Card Provider	Motor Mechanic	Public Telephone
Accommodation Booking Services	Foreign Exchange/Bureau de Change	Parking Coupons	Public Toilet
Bank	Fuel Station	Pet Care Service	Public Transport Station
Bus Stop	General Tourism Services	Pharmacy	Service Station
Child Care Service	Hospital & Clinics	Playground	Supermarket & Shops



Cinema	Interpreter Guide	Private Car Parking	Taxi Rank
Dentist	Medical Centre	Public Car Parking	Wedding Services
Artisans	Photographers	Videographers	

## Hire

Hire services must provide products or services hired for a specific time to be used/operated by the leisure tourist

<b>Bicycles</b> The business offers bicycles for hire	<b>Equipment</b> The business offers equipment for hire such as tents, kayaks etc.
<b>Boats</b> The business offers Boars for hire.	<b>Minibuses and Coaches</b> The business offers minibuses and coaches for hire
<b>Cars</b> The business offers cars for hire.	<b>Yachts</b> The business offers yachts for hire.

## Tour Operators

An operator is a person or company that helps you arrange your holiday

<b>Tour Operators</b> Tour Operators are organisations and they include the airlines who will arrange your flight to the destination and the tour operator in your country of residence who will advise you on all the components of a holiday.
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## Tour

Eligible tour operators must offer regularly organized tours with a leisure-tourism focus, organized by experience guides.  
These may include a personal host and/or commentary

<b>Adventure and Outdoors Tours</b> Adventure and outdoor tours are activity based participation tours. Activities could include zip line, rock-climbing, surfing, kayaking, and horse riding.	<b>Nightlife</b> Nightlife tours are specifically for pleasure-seekers at night. Venues may include nightclubs.
<b>Air, Helicopter and Balloon Tours</b> Visitors travel in a helicopter, hot air balloon, airplane, parachute or	<b>Shopping Tours</b> Shopping tours generally visit a number of retail factory outlets or





anything else that can sustain flight.	popular shopping precincts.
<b>Cruises, Sailing and Water Tours</b> These tours are primarily undertaken on or around water. They could include activities such as cruising, canoeing, diving, parasailing, fishing, jet boating/skiing, kayaking and sailing among others.	<b>Sightseeing Tours</b> Sightseeing tours visit attractions, landmarks and destinations in metropolitan and regional areas. Transport is usually provided in a coach.
<b>Cultural and Theme Tours</b> Cultural and theme tours include visiting locations such as: art galleries, museums, libraries, performing arts venues and historic attractions and venues.	<b>Sports Tours</b> Sports tours are based around viewing or participating sporting events or a visit to a major sporting venue.
<b>Food and Wine Tours</b> Food and wine tours include visits to vineyards, breweries and restaurants. Experiences range from tastings and education to fine dining offerings.	<b>Walking and Biking Tours</b> Walking/biking tours may be guided or self-guided. They may include walking or travelling on marked tracks in National Parks and reserves.
<b>Nature and Wildlife</b> Nature and wildlife tours give visitors the chance to explore areas of significant natural beauty and view wildlife in their natural habitat. e.g. whale watching.	

Transport	
Transport Companies must provide point to point travel or transfers for the leisure tourist	
<b>Air Services</b> The business offers Air Services. Examples include regional, national and charter airlines.	<b>Ferry Services</b> The business offers Ferry Services for any kind of waterway
<b>Bus Services</b> The business offers local Bus Services for the area.	<b>Taxis</b> Taxis are motor vehicles, typically fitted with a taximeter and licensed to transport passengers in return for payment of a fare.
<b>Coach Services</b> The business offers Coach Services trips.	