Message of the Minister

The main objective of my Ministry is to make Mauritius a healthy society, through sports and youth activities that can contribute positively towards nation building.

Fundamental to the principle of the Government’s policy of putting people first, the Ministry through this charter is making a pledge to its valued customers to deliver an efficient and courteous service in a timely manner.

As the Government moves ahead with Public Sector Reforms, new policies and programmes will be implemented to improve the level of service delivery and to ensure that the officers of the Ministry are motivated, trained and equipped to offer the level of service required in this new environment. Proper and relevant standards would be developed to meet our commitment.

I am confident that this customer charter will prove to be a valuable tool to the youth and the sporting community as well as to the general public.

Sylvio Tang Wah Hing
Minister
Permanent Secretary’s Message

Today’s ever-changing business environment is ushering in a new wisdom “the service wisdom” where everybody is a customer. In such an environment, the customer is entitled to common courtesy, quality service and focused information. Employees, at all levels, must meet the growing aspiration of the customers.

Customer service does not require intensive investment but, however, yields high dividends through satisfied customers, who are the hallmark of any successful organisation.

Staff members at the Ministry of Youth and Sports would be trained to be committed to giving to those with whom they interface, quality service which will not only make them feel valued but make them become our partners to maintain our standard through regular feedback. We will seek to handle their complaints and solve problems quickly to ensure customer satisfaction. We will also establish cordial relationships so that those in need of our services will find it a lasting experience.

The Ministry of Youth and Sports Customer Charter is a contract between each staff member of the Ministry and the Public as well as between staff members themselves. The Charter provides valuable information regarding avenues through which complaints may be lodged if things go wrong and invites comments and suggestions on the quality of services provided.

We will endeavour to ensure the delivery of excellent and efficient services and to put into practice the spirit reflected in the Mission Statement of the Ministry.

A. Veerasamy
Permanent Secretary
The Philosophy of establishing the citizen charter is guided by the objective set by the Government of Putting People First. The charter is itself a promise for quality service, a pledge to knit the sport community and a commitment to prepare the youth to be the leaders of tomorrow. This charter would inspire us to:

- improve the quality of service;
- allow our customers to make grievances, as well as provide remedial suggestions for improvement;
- establish a relationship based on mutual respect and confidence;
- bond the youth and sport community into an intertwining network; and
- feel proud of being a public officer always at the service of the customers.

1. OUR MISSION

To create an enabling environment and act as a catalyst and facilitator for the promotion and development of youth and sports at regional, national and international levels.

2. OUR VISION

To be responsive to the aspirations and needs of youth empowering them for a better future and fostering a culture of sports among the citizens.

3. OUR CORE VALUES

We practise and promote the following values:

3.1. Integrity: We are guided by the highest standards of professional ethics

3.2. Accessibility/Transparency: We practise an open door policy and we operate in all fairness and transparency

3.3. Quality: We are result oriented and committed to provide the services of the highest quality to our customers

3.4. Team Work: We foster team work and the sharing of information and resources

3.5. Timeliness: We are responsive and strive to meet targets
4. THE CHARTER

Under this Charter, the Ministry will set up a quality customer service to:
- identify the needs of its customers
- introduce delivery standards
- build a team to provide the quality service
- obtain feedback on services being offered
- set up a service audit to evaluate services being offered.

5. CHARTER COVERAGE

This Charter gives an overview of the services and activities of the different units of the youth and sports sections of the Ministry.

6. GENERAL ADMINISTRATION

6.1 Registry

Office Supervisor
Tel No : 201 1840, 201 2198, 201 1249  Fax No. 210 7334/210 7754

Correspondence received at the Open and Confidential Registries is filed and submitted to the Scheduled Officers within the same day as far as possible.

6.2 Finance

Chief Finance Officer
Tel No : 201 3418, 201-1662, 201-1651  Fax No. 201 1189

Bills/claims for services are transmitted to the Accountant General’s Department for payment within one week provided they are supported by relevant receipts/invoices.

6.3 Human Resources Division

Senior Personnel Officer
Tel No : 201 1641, 201 3639, 201 2034  Fax No. 201 2344

All Human Resource matters relating to the personnel of the Ministry such as applications for leave, passage benefits and car loans are processed and/or
approved/submitted to the Accountant General within a week provided they are supported by relevant documents, except for cases where approval of other Ministries/Institutions is required.

6.4 Procurement

Chief Purchasing and Supply Officer
Tel No : 201 2199, 201 1646  Fax No. 201 3864

All requests are acceded to within the least possible delay provided all procedures pertaining to procurement are adhered to.

7. SPORTS SECTION

Director of Sports – Tel. 201-1251
Senior Sports Officers : 201-3025, 201-1786, 201-1429, 201-1247

7.1 Sports Policy

The main objectives of the sports section are to:

(i) provide a balanced development of sports locally through the organization of major sports events with the help of relevant stakeholders;
(ii) set up national sports infrastructure according to norms and standards;
(iii) provide access to sports infrastructure for the practice of sports and leisure;
(iv) give support and technical assistance to sports federations and other stakeholders for the development and promotion of their respective sports discipline;
(v) provide incentives to high level athletes to achieve excellence in their performance at international, continental and world levels; and
(vi) assist athletes having achieved excellence in their socio-professional integration at the end of their sports career.

7.2 Sports Medical Unit

Officer in Charge – Tel. 686 5636  Fax: 696-5509

The Sports Medical Unit provides basic first aid and care free of charge to licensed sports persons from sports federations recognized by the Ministry of Youth and Sports.
All sports persons needing specialist services are referred to the nearest state hospital of their locality for further care and treatment.

Sophisticated fitness assessment is carried out on athletes who are on the high level sport list.

The Sport Medical Unit pledges to provide the following:

(i) sports injuries will be attended and treated in 20 minutes;
(ii) screening in connection with non contra indication of the practice of sports: 30 minutes; and
(iii) sophisticated Fitness Assessment to determine the maximum oxygen uptake or maximum heart rate or anaerobic/aerobic threshold: 45 to 60 minutes.

7.3 Anti-Doping Unit

The Anti-Doping Unit aims at ensuring that the provisions of the World Anti Doping Code are applied and adhered to.

Its objective is to protect the fundamental rights of athletes to participate in doping-free sport and thus promote health and fairness to athletes worldwide and to ensure harmonized, coordinated and effective anti-doping programmes at the international and national level with regards to detection, deterrence and prevention of doping.

7.4 High Level Sports Unit

Secretary – Tel No. 201 1786

We will provide high level athletes financial assistance according to established criteria to enable them to train in optimal conditions in view of attaining a higher level of performance.

8. MAURITIUS SPORTS COUNCIL – (MSC)

Royal Road, Belle Rose Tel. 454 1009
Email: mauritiussportsc@intnet.mu

The Mauritius Sports Council (MSC) is established under section 14 of the Sports Act 2001 (as amended).

8.1 The objectives of the Mauritius Sports Council are to:

(i) develop and improve the practice of sports among the public at large in conjunction with other bodies dealing with sports in general;
(ii) foster and support the provision of facilities for sports;
(iii) encourage and support other persons or bodies in carrying out research and studies into matters concerning any sports and physical activities and dissemination of knowledge and advice on these matters;
(iv) advise and co-operate with the Minister and other bodies dealing with sports and physical activities in Mauritius; and
(v) allocate grants to any body dealing with sports.

8.2 Composition
The Mauritius Sports Council is composed of 12 members including a Chairman, appointed by the Minister of Youth and Sports for a period of two years.

The Board of the MSC decides on policy matters, while the day to day management of its affairs is under the responsibility of a Managing Secretary who is supported by relevant staff.

8.3 Facilities
The following facilities are provided inter alia by the MSC to Sports Federations:

- a Central Audit System for verification of the accounts of Federations by an Auditor appointed by the Sports Council;
- coaching grants for promotion of sports among the youth;
- secretarial grant to Sports Federations to run their secretariat;
- grant for payment of international affiliation fees to enable Federations to participate in international competitions and activities organized by their respective international federations; and
- running of Sports Administration Courses by qualified and experienced lecturers with the objective to provide officials and office bearers of the Federations with basic management and administration tools to fulfill their mission effectively.

8.4 National Sports Award
The MSC organizes every year the National Sports Award to reward the best Sportsman/ Sportswoman/ Coach/ Team of the Year for their outstanding achievements. It has established a democratic voting system for the
designation of the award winners for the National Sports Award by including votes from the public, Sports Federations, the Press and a panel committee of the Council.

8.5 Authorisation to use sports facilities under the responsibility of the MSC

Any person or organization intending to use sports facilities should apply to the officer-in-charge of the sports infrastructure or directly to the Managing Secretary of the Mauritius Sports Council situated at Royal Road, Belle Rose.

8.6 List of Sports Complex/Stadium

The MSC manages a number of Sports Complexes, as set out at Annex I.

9. TRUST FUND FOR EXCELLENCE IN SPORTS

9th Floor, NPF Building, Rose Hill Tel 467 6231 Fax 467 6230
Email: tfesec@intnet.mu
Website: http://www.tfesports.com

9.1 The Trust Fund for Excellence in Sports was established under the Finance and Audit Act (Trust Fund for Excellence in Sports) Regulations 2002 with a view to working out relevant schemes for the socio-professional integration of high level athletes.

9.2 Objective

The main objectives of the Trust Fund are to design, finance and implement projects and schemes for the benefit of:

(a) retired sportsmen and sportswomen who need support and financial assistance in order to embark on other professional activities; and

(b) sportsmen and sportswomen who have achieved excellence in their respective fields at national or international level.

9.3 Management of the Trust Fund

The Trust Fund is administered and managed by a Management Committee comprising a Chairman and six members appointed by the Minister of Youth and Sports, while the Director is responsible for its day to day running.
9.4 Activities of the Trust Fund

Several schemes have been devised to provide assistance to high level athletes to enable them to:

- follow vocational courses at the IVTB or similar institutions (fees/travelling/meal)
- pursue higher studies at tertiary level (tuition fees)
- continue their training abroad.

9.5 Scholarship

The Trust Fund grants some financial assistance in the form of scholarships to eligible candidates, namely athletes who have performed well at the national, regional or international level.

The procedure for application is as follows:

(i) applicants are required to fill in the application form available at the Trust Fund;
(ii) the file is prepared in consultation with the relevant Sports Federation;
(iii) the file is then submitted to the Trust Fund two months before the start of the course; and
(iv) the Trust Fund then communicates its decision to the applicant.

The candidate’s application for a scholarship should be submitted to the Trust Fund through the appropriate Sports Federation. The Trust Fund works in close collaboration with the Ministry of Youth and Sports as well as all Sports Federations.

10. COMMISSION NATIONALE DU SPORT FÉMININ (CNSF)

NPF Building, Beau Bassin
Administrative Secretary - Tel: 464 7812/ Fax 466 5136

The “Commission Nationale du Sport Féminin” was founded in October 1992 by the Ministry of Youth and Sports. The objectives of the CNSF are to:

(i) promote sports among young girls and women;
(ii) develop policies based on the needs and interests of women; and
(iii) design programmes aimed at increasing the involvement of women in sport, recreational and physical activities.

10.1 Activities of CNSF

The CNSF is involved in organizing a number of activities relating to dance classes, physical exercises and courses in sports.

11. YOUTH DIVISION

Director of Youth Affairs – Tel No. 201 2438

The objective of the Youth Division is to ensure the implementation of innovative development programmes to meet the needs, aspirations and expectations of the youth component of our society. This charter symbolises the continuous commitment of the Division to relentlessly pursue improvement in order to empower the youth population to become responsible citizens imbued with the necessary skills to bring about National Development. With this belief, we will translate the Government overriding objective of putting people first into concrete programmes that are implemented efficiently and effectively.

PROGRAMME

Through this charter, we are committed to implement various youth programmes including those recommended by supranational and international organizations:

11.1 Commonwealth Youth Programme

Principal Youth Officer – Tel. 243 9657

(a) Youth Enterprise Development

The Commonwealth Youth Programme has four thematic areas of intervention. Thus we are all concerned with creating employment opportunities for young people as a means of reducing incidence of poverty and ultimately contribute to wealth creation. The youth population will be provided with all support to achieve this objective.
(b) Youth Network and Governance

We pledge to provide practical support for the achievement of Government objectives through the establishment of linkages with all stakeholders concerned with youth development programmes. The strategic programme concentrates on enhancing the capacity of young people through youth networks to influence good governance processes at all levels of society.

(c) Youth Participation

We shall strive to enable young people to realise their potential as active citizens through their participation, contribution and engagement in the development processes.

(d) Youth Work Education and Training

We shall aim at developing and promoting the profession of youth work guided by a code of practice and supported by regulatory mechanism. In this context, a permanent course will be introduced in consultation with local institutions of higher learning with the support and guidance from the Commonwealth Youth Programme.

11.2 United Nation World Programme of Action for Youth

We reaffirm the continuous development of youth through the implementation of the United Nation World Programme of Action for Youth. The priority areas identified for youth i.e education, employment, hunger and poverty, health, environment, drug abuse, juvenile delinquency, leisure time activities, HIV/AIDS, ICT, and intergeneration dialogue, will be pursued.

Rights and Obligations

Under the present charter we shall recognize the rights, freedom and duties of the youth to adopt such measures that may be necessary to give effect to the rights and obligations towards the youth population.

Youth Development

We shall strive to ensure that every young person has the right to social, economic, political and cultural development with due regard to his identity.
Poverty Eradication and Socio-Economic Development

We shall recognize the right of young people to a standard of living adequate for their holistic development.

11.3 Family Life Education

Principal Youth Officer – Tel. 433 8997

Family Life Education (FLE) is part of everyone's life. It is a way of assisting young people in their emotional, physical and social development and preparing them for adulthood, marriage and parenthood. It is imperative for young people to learn to cope with the challenges of adult life, develop a network of healthy personal relationships thus enabling them to participate in community life. Over and above, FLE helps young people to understand themselves and the world they live in. It is in the context of this philosophy that the Ministry has set up the Family Life Education Unit with the assistance of UNFPA in 1994 and to this effect a well structured programme has been worked out and is being implemented.

11.4 Special Vacances

Principal Youth Officer – Tel. No. 240 0799

"A Nous Les Vacances" programme is meant for young people between the age of 14 - 29. The programme is organised in the months of April, August and December each year. The varieties of activities attract some 25,000 young people every year. We shall strive to provide better and healthy activities to our youth population.

11.5 Youth Enterprise Development

Principal Youth Officer – Tel No. 413 2064

The “Fonds d’Insertion Pour Les Jeunes” (FIJ) is a joint project of the Ministry of Youth and Sports and CONFEJES, launched in 1989. This training programme is meant for young people between 18 and 30 years of age, who are interested in business entrepreneurship.

The objectives of the programmes are to:

(i) help young people in their socio-economic integration;

(ii) encourage young people to participate actively in the socio-economic development of the country;
(iii) provide training in youth entrepreneurship to those young people who have the related aptitudes; and
(iv) offer young people the possibility to be self-employed.

In short, it is meant to give young people the necessary information, training and skills to become successful entrepreneurs.

11.6 Training

*Principal Youth Officer– Tel. 467 8687/Tel. 698 8939*

The Training Unit is responsible in dispensing capacity building programme to young people. A series of workshop are organized in all youth centres to provide young people with skills in leadership and club management.

12. NATIONAL YOUTH ACHIEVEMENT AWARD (NYAA)

*9th Floor, NPF Building, Rose Hill*

*Principal Youth Officer – Tel. 454 4254*

The National Youth Achievement Award was launched in Mauritius in 1966 under the appellation of the Duke of Edinburgh Award Scheme and is now known as the National Youth Achievement Award.

The Award Concept is one of individual challenge. It presents to young people a balanced, non-competitive programme of voluntary activities which encourage personal discovery and growth, self-reliance, perseverance, self-discipline and service to the community.

12.1 Operational Principles

Young people in the age range of 14 to 25 years are called upon to develop qualities of initiative, self-reliance, leadership and social responsibility.

12.2 Participants have to undergo training to obtain the different levels of the Award as follows:

- Bronze – 6 months
- Silver – 12 months
- Gold – 18 months
12.3 The Award comprises the following four sections:
(a) service to the community;
(b) expedition;
(c) skills development; and
(d) physical recreation.

12.4 The Award is coordinated by the National Youth Achievement Award office located at the 9th Floor, NPF Building, Rose Hill. Tel. 454 4254/ Fax 454 3574

13. YOUTH CENTRES
The Ministry of Youth and Sports organizes its activities through its 22 Youth Centres located around the island. These Centres are fully equipped and are meant to give maximum opportunities to young people to indulge in healthy leisure and sports activities. A list of the Youth Centres is at Annex II.

14. ACTIVITIES ORGANISED IN YOUTH CENTRES
Activities in the form of debates, quiz, elocution contests, essay competitions, dance courses, talks, film shows and seminars are organised in Youth Centres.

13.1 Opening Hours of Youth Centres
Monday to Saturday: 0900 hrs – 1800 hrs

13.2 Procedures
Young people wishing to benefit from the services provided by the Youth Centres should contact the Officer in Charge of the Centre.
15. NATIONAL YOUTH COUNCIL (NYC)

9th Floor, Renganaden Seeneevassen Building, Rose Hill
Secretary - Tel: 466 4953 / 466 9770
Fax: 465 2996 / Email: nycmauritius@yahoo.com

The National Youth Council is a body corporate operating under the aegis of the Ministry of Youth and Sports. It was established under the NYC Act to serve as a liaison between Government and young people.

15.1 The Objectives of the Council are to:

- establish and maintain effective communication between Government and youth organizations.
- ensure coordination of activities of youth organizations.
- assist in the implementation and evaluation of Government policies relating to the needs of youth.
- initiate youth development projects and activities with the aim of encouraging the active participation of youth in national development.

15.2 Functions of the National Youth Council:

- advise the Minister on the development and implementation of programmes to integrate youth in all sectors of national development.
- grant affiliation to youth organisations.
- allocate grants to Regional Youth Councils.
USEFUL INFORMATION

Permanent Secretary
Thro Confidential Secretary
Tel. 201-1243

Principal Assistant Secretary
Thro Confidential Secretary
Tel. 201-1246

Assistant Secretary (Youth)
Tel. 201-3053

Assistant Secretary (Sports)
Tel. 201-3338

All correspondence to be addressed to:
The Permanent Secretary
Ministry of Youth and Sports
3rd Floor, Emmanuel Anquetil Building
Port-Louis.
Tel: 201-2198
201-1644
Fax: 210-7334
210-7754

Website: http://youthsports.gov.mu
Email:- mys@mail.gov.mu
# MAURITIUS SPORTS COUNCIL

List of Sports Complexes

<table>
<thead>
<tr>
<th>S.N.</th>
<th>Sports Complexes</th>
<th>Tel No.</th>
<th>Fax No.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Anjalay Stadium, Belle Vue Harel, Mapou</td>
<td>266-6006</td>
<td>266-6999</td>
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<tr>
<td>2.</td>
<td>Auguste Vollaire Stadium, Central Flacq</td>
<td>413-2700</td>
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<td>3.</td>
<td>Quartier Militaire Stadium</td>
<td>555-0385</td>
<td>435-5240</td>
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<td>4.</td>
<td>Maryse Justin Stadium, Réduit</td>
<td>464-2256</td>
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<td>5.</td>
<td>Germain Commarmond Stadium, Bambous</td>
<td>552-0249</td>
<td>452-2953</td>
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<td>6.</td>
<td>New George V Stadium, Curepipe</td>
<td>676-2915</td>
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<td>7.</td>
<td>Rose Belle Stadium, Rose Belle</td>
<td>627-2331</td>
<td>627-0918</td>
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<td>8.</td>
<td>Harry La Tour Stadium, Mahebourg</td>
<td>631-1414</td>
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<td></td>
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<td>11.</td>
<td>Glen Park Sports Complex</td>
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<td>684-0272</td>
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<td>12.</td>
<td>DOJO Complex, G.R.N.W.</td>
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<td>13.</td>
<td>Centre National du Sport Féminin, Beau Bassin</td>
<td>464-7812</td>
<td>466-5136</td>
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<td>15.</td>
<td>Bon Accueil, Sports Complex</td>
<td>418-2195</td>
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<td>16.</td>
<td>Basketball cum Handball Gymnasium, Phoenix</td>
<td>697-4861</td>
<td>697-4806</td>
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<td></td>
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<td>686-1612</td>
<td>697-0403</td>
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<td>17.</td>
<td>Judo/Table Tennis Gym, Beau Bassin</td>
<td>464-2086</td>
<td>464-0443</td>
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<td>18.</td>
<td>Centre National de Formation de Football – Réduit</td>
<td>466-5695</td>
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<td>21.</td>
<td>Le Pavillon Swimming Pool, Quatre Bornes</td>
<td>465-0864</td>
<td>467-4347</td>
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<td>22.</td>
<td>Rivière du Rempart Swimming Pool, R/Rempart</td>
<td>412-5787</td>
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<tr>
<td></td>
<td>National Weightlifting Centre, Vacoas</td>
<td>696 1182</td>
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<td>23.</td>
<td>National Wrestling Centre, Vacoas</td>
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<td>24.</td>
<td>Pointe Jérome Residential Training Centre</td>
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<td>25.</td>
<td>Sports Documentation Centre</td>
<td>454 1008</td>
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## ANNEX II

### List of Youth Centres

<table>
<thead>
<tr>
<th>Youth Centres</th>
<th>Address</th>
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<td>Bambous</td>
<td>Royal Road, Bambous</td>
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<tr>
<td>Barkly</td>
<td>Cité Barkly, Beau-Bassin</td>
<td>464 6534</td>
<td>467 2541</td>
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<tr>
<td>Brisée Verdière</td>
<td>Pascal Road, Brisée Verdière</td>
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<td>Chemin Grenier</td>
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<td>Flacq</td>
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<td>Florida</td>
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<td>Goodlands</td>
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<td>Helvetia</td>
<td>Helvetia, St Pierre</td>
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<td>Kennedy</td>
<td>Cité Kennedy, Quatre-Bornes</td>
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<td>Mahebourg</td>
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<td>Mont Roches</td>
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<td>Montagne Blanche</td>
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<td>Pamplemousses</td>
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<td>Plaine Verte</td>
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<td>Riv du Rempart</td>
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<td>Anse La Raie Youth Training Centre</td>
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