

GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

Definition:

'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting loges/ residence of any siz built prior to 1950. The facade, architectural features and general construction should have the distinctive qualities and ambience in keeping with the traditional way of life of the area. The architecture of the property to be considered for this category should not normally be interfered with. Any extension, improvement, renovation, change in the existing structures should be in keeping with the traditional architectural styles and constructional techniques harmonising the new with the old. After expansion/ renovation, the newly built up area added should not exceed 50% of the total built up (plinth) area including the old and new structures. For this purpose, facilities such as swimming pools, lawns etc. will be excluded. Heritage Hotels will be sub-classified in the following categories:

Heritage:

This category will cover hotel in Residences/Havelies/Hunting Lodges/Castles/Forts/ Palaces built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds).

Heritage Classic:

This category will cover hotels in Residences/Havelies/Hunting Lodges/Castles/Forts/ Palaces built Prior to 1935. The hotel should have a minimum of 15 room (30 beds).

Heritage Grand:

This category will cover hotels in Residence/Havelies/Hunting Lodges/Castles/Forts/ Palaces built prior to 1935. The hotel should have minimum of 15 rooms (30 beds).

Room & Bath Size:

No room or bathroom size is prescribed for any of the categories. However, general ambience, comfort and imaginative readaptation would be considered while awarding sub-classification 'classic' or 'grand'.

SPECIAL FEATURES:

Heritage:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness.

Heritage Classic:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. The hotel should provide at least one of the under mentioned sporting facilities.

Heritage Grand:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. However, all public and private areas including rooms should have superior appearance and decor. At least 50% of the rooms should be airconditioned (except in hill stations where there should be heating arrangements). The hotel should also provide at least two of the under mentioned sporting facilities.

SPORTING FACILITIES:

Swimming Pool, Health Club, Lawn Tennis, squash, Riding, Golf Course, provided the ownership vests with the concerned hotel.

Apart from these facilities, credit would also be given for supplementary sporting facilities such as Golf, Boating, Sailing, Fishing or other adventure sports such as Ballooning, Parasailing, Wind-surfing, Safari excursions, Trekking etc. and indoor games.

CUISINE:

Heritage:

The hotel should offer traditional cuisine of the area.

Heritage Classic:

The hotel should offer traditional cuisine but should have 4 to 5 items which have close approximation to continental cuisine.

Heritage Grand:

The hotel should offer traditional and continental cuisine.

MANAGEMENT:

The Hotel may be managed and run by the owning family and/or professionals.

Note: Classification in any of the above categories will be given keeping in view the overall standard of the property. The hotel would be judged by the quality of service and the years of experience that the owner/staff have had in the business.

GENERAL FEATURES:

There should be adequate parking space for cars. All public rooms and areas and the guest rooms should be well maintained and well equipped with quality carpets/area rugs/good quality duries, furniture, fittings etc. in good taste and in keeping with the traditional lifestyle. If carpeting is not provided, the quality of flooring should be very good (This is not to suggest that old and original flooring whether in stone or any other material should be replaced unnecessarily). The guest rooms should be clean, airy, pest free without dampness and musty odour, and of reasonably large size with attached bathrooms with modern facilities (e.g. flush commodes, wash basins, running hot and cold water, etc.). There should be a well appointed lobby and/or lounge equipped with furniture of high standard with separate ladies and gents cloak rooms with good fittings.

FACILITIES:

There should be a reception, cash and information counter attended by trained and experienced personnel. There should be money changing facilities and left luggage room. There should be a well equipped, well furnished and well maintained dining room on the premises and, wherever permissible by law, there should be an elegant, well equipped bar/permit room. In the case of Heritage Grand and Heritage Classic. Bar is "desirable in the case of Heritage Basic." The kitchen and pantry should be professionally designed to ensure efficiency of operation and should be well equipped. Crockery, cutlery, glassware should be of high standard and in sufficient quantity, keeping in view the lifestyle and commensurate with the number of guests to be served. Drinking water must be bacteria free; the kitchen must be clean, airy, well lighted and protected from pests. There must be a filtration/purification plant for drinking water. There must be three tier washing system with running hot and cold water; hygienic garbage disposal arrangements; and frost free deep freezer and refrigerator (where the arrangement is for fresh food for each meal, standby generator will not be insisted upon).

SERVICES:

The hotel should offer good quality cuisine and the food and beverage service should be of good standard. There should be qualified, trained, experienced, efficient and courteous staff in service and clean uniforms and the staff coming in contact with the guests should

understand English, Housekeeping at these hotels should be of the highest possible standard and there should be a plentiful supply of linen, blankets, towels, etc. which of the highest possible standard and should be a plentiful be of high quality. Each guest room should be provided with a vacuum jug/flask with bacteria free drinking water. Arrangements for heating/cooling must be provided for the guest rooms in seasons. Places which have telephone lines must have at least one phone in the office with call bells in each guest room. Arrangements for medical assistance must be there in case of need. The staff/room ratio must be in keeping with the number of guest room in each property. These hotels must be run on a professional basis while losing none of their ambience and services.

The hotel should be environment friendly. The gardens and grounds should be very well maintained. There should be an efficient system of disposal of garbage and treatment of wastes and effluents.

The hotel should present authentic and specially choreographed local entertainment to the guests. They should also have, wherever possible, arrangements for special services such as wildlife viewing, water sports, horse/camel/elephant riding or safaris etc.

APPLICATION PROFORMA FOR APPROVAL OF HERITAGE HOTEL PROJECT

1. Proposed name of the Hotel:
2. Name of Promoters:
(a note giving details of business antecedents may be enclosed)
3. Complete Postal address of the Promoters.
4. Status of owners/Promoters:

Whether:

- (a) Company
(if so, a copy of the Memorandum & Articles of Association may be furnished)

OR

- (b) Partnership firm (If so, a copy of partnership Deed and Certificate of registration under the Partnership Act may be furnished)

OR

- (c) Proprietary concern (Give name and address of the proprietor)

5. Location of the property alongwith postal address:
6. Details of the property

- (a) Area
- (b) Title

Whether outright purchase/ownership (if so, a copy of the registered sale deed should be furnished)

OR

On Lease
(if so, a copy of the registered lease deed should furnished)

- (c) Whether the required land use permit for the conversion into hotel on it have been obtained. (If so, a copy of certificate from the concerned local authorities should be furnished).

- (d) Distance from Railway Station:
- (e) Distance from Airport:
- (f) Distance from main shopping Centres:

7. Details of the Hotel Project (a copy fo the project/feasibility report should also be furnihsed).

- (a) No. of guest rooms and their area:

	Number	Area
Single		
Double		
Suites		
Total:		

- (b) No. of attached baths and their area:

(c) How many of the bathrooms will have long baths or the most modern shower chambers (Give break-up):

- (d) Details of public areas: Number Area of each

- i) Lounge/Lobby
- ii) Restaurants/Dinning room:
- iii) Bar (if any):
- iv) Shopping (if any):
- v) Banquet/Conference Halls (if any):
- vi) Health Club(if any):
- vii) Swimming Pool (If any):
- viii) Parkig facilities:

- (e) Blue prints of the sketch plans of the project. A complete set duly signed by the

promoter and the architects should be furnished including/showing among other things, the following:-

- i) Site Plan:
- ii) Front and side elevations:
- iii) Floorwise distribution of public rooms/guest rooms and other facilities.

8. Approval:

Whether the hotel project has been approved/cleared by/under the following agencies/ Acts wherever applicable:

- (a) Municipal authorities;
- (b) Urban Lands (Ceiling), Act:
- (c) Any other local/State Govt. authorities concerned.

9. Proposed Capital Structure:

- (a) Total estimated cost:
 - (i) Equity:
 - (ii) Loan:
- (b) Equity Capital so far raised:
- (c)
 - (i) Sources from which loan is proposed to be raised:
 - (ii) Present position of the loan:

10. Acceptance of Regulatory conditions:

(This should be furnished in the prescribed proforma, as per sample attached):

11. Application Fee:

Demand Draft for Rs.12,000/- for hotel projects planned for Heritage, Hotel category drawn in favour of "Pay & Accounts Officer, Department of Tourism, New Delhi" must be attached with the application:

12. If you are interested in availing of any or all of the following benefits of the Income Tax Act, 1961, kindly mention Yes/No against each of the following provisions:

Section 80 IA

SEction 80 HHD

Signature

Full name and designation of the applicant:

Place:

Dated:

GUIDELINES FOR APPROVAL OF CONVENTION CENTRES

Meetings, Incentives, Conference and Exhibitions (MICE) are, today becoming an important segment of the tourism industry. With the opening up of India's economy, MICE Tourism is likely to grow further in the future. Our country therefore needs more Convention and Exhibition Centres to meet the requirement of this lucrative segment tourism. Taking this fact into consideration, therefore, the Ministry of Tourism has decided to grant approval to Convention Centres to encourage investment and standardise facilities at the Convention Centres.

APPROVAL

Approved Convention Centres, being essential tourism infrastructure are eligible for various benefits including among other things, income tax concessions, under the Income Tax Act and priority consideration of its various requirements like telephone, telex, LPG etc. by the Government authorities at Municipal, State and Union levels or a semi or quasi-Government body.

The approval can be applied for at project/planning stage. A Convention Centre approved at the project stage will be eligible for consideration for allocation of foreign exchange for its essential import of equipment and provisions. On completion and becoming functional it will get worldwide publicity through tourist literature published by the Ministry of tourism and distributed through its offices in India and Overseas. Approved Convention Centres will also be eligible to apply to the Industrial Finance Corporation of India and Tourism Finance Corporation of India and the State Financial Corporations for loan. However, application for loan and incentives are considered by the respective Ministries/ Departments and Financial Institutions in the context of request to produce a detailed feasibility studies etc. and the project approval by the Ministry of Tourism should not in any way be construed as an assurance for the grant of any incentive or loan thereto.

General Features :

It is very essential that the proposed Convention Centre should contain at least one Convention Hall, two mini Convention Halls, one Exhibition Hall, one Restaurant & parking facilities as per details, given below :-

1. CONVENTION HALL

Convention Hall as the name suggests should have audio visual Conferencing equipment, facility for high fidelity recording, video projection/video graphs etc. and

skilled manpower at various levels. The seating capacity in the hall may be in a classroom style in the following category:-

- a) Above 1500 pax or
- b) 1200-1500 pax or
- c) 800-1200 pax or
- d) 300-800 pax

2. MINI CONVENTION HALLS

Mini Convention halls are equally important in Convention Centres as these halls are required for various seminars, committees, meetings etc. The seating capacity therefore, may be in a theatrical, or classroom style-to seat as follows:-

- a) 200-300 pax or
- b) 100-200 pax or
- c) 50-100 pax or
- d) 20-50 Pax

3. EXHIBITION HALL

Exhibition Hall is another important feature in Convention Centre. Delegates to the Convention as well as Trade related, promoters take part in Trade shows to promote their products during Conventions. As such, it is essential that such exhibition hall should have a capacity to accommodate at least 20 booths of 3 mts by 3. mts in size excluding passages in between the booths.

4. RESTAURANTS

Restaurants in the Convention Centre should conform to the existing guidelines of HRACC laid down by the Ministry.

5. PARKING

Parking facilities for not less than 50 cars and five coaches.

6. RESIDENTIAL ACCOMMODATION FOR DELEGATES/PARTICIPANTS

Applicable only, if promoters, desire to have residential accommodation in the convention complex and then guidelines laid down by the Ministry in respect of star category hotels will apply.

7. In addition to the above facilities convention centres should include the following infrastructural facilities:-

- i. Landscaped forefront
- ii. Exhibition Management Centre
- iii. Administrative facilities for corporate office including ISDN Internet etc.
- iv. Trade Show/Fair facilities such as Tourist office, Bank and Money changing facilities, Travel Desk, STD/ISD, Press Lounge, VIP Lounges etc.
- v. Technical facilities such as plant room, electric substation, stores, electric power back-up system, fire hydrant etc.
- vi. Gate Complex for stipulating entry and exit.
- vii. Information Booths
- viii. Public Convenience
- ix. Stationery Shops and Kiosks
- x. Public Address system
- xi. First Aid with Doctor on Call facilities.
- xii. Security Office and booths for Security arrangements
- xiii. Storage Complex for custom storage and handling etc.
- xiv. Fire safety arrangements.
- xv. Locker facilities

In order to enhance the value of the above facilities there must be space for other ancillary activities also. This could include the following:

- a) Handicraft shops, Souvenir shop
- b) Facilities, for the physically disabled persons.
- c) Other facilities for enhancing customer satisfaction.

APPLICATION

1. The application for approval of a Convention Centre should be submitted, in the Prescribed form complete in all respects, to the Director General of Tourism, C-1, Hutments, Dalhousie Road, New Delhi-110011.
2. The Powers to approve Convention Centres at a Project Stage/Operational Stage/ Re-approval will be exercised by the Chairman (HRACC).
3. The Re-approval is required to be done after 3 years. The application fee is nonrefundable and is payable by Demand Draft to the Pay & Accounts Office, Ministry of Tourism, New Delhi. The fee for Project Approval/operational Approval and Re-approval will be as follows:-
 - 1) Approval at the project stage Rs. 5,000/-
 - 2) Approval at Operational Stage Rs. 10,000/
 - 3) Re-approval Rs. 5,000/-

REQUIREMENT

Various documents and information to be furnished about Convention Centre Projects when applying form project approval are given in details in the application form. However, the basic requirements are indicated so that these are sent alongwith the application:-

- i) A Project Report establishing the Feasibility of the proposed Convention Centre, describing the amenities to be provided at the Convention Centre particularly mentioning any special or distinctive features.
- ii) The site selected should be suitable for the construction of a Convention Centre intended for use by domestic as well as international business travellers. While selecting the site such aspects as its accessibility from airport/railway station/ shopping areas etc. making it a convenient location, may be kept in mind as also that its environs are not pollution prone, crowded, noisy, unhygienic etc.
- iii) A Land Use Permission Certificate from the concerned State/local authority certifying that it is permissible to construct a Convention Centre on the site selected. Blue Prints of the Sketch Plans of the Project duly approved by the State authority and signed by the Architect and the promoters should be furnished.
- iv) Ownership Deed of the Land
- v) Urban Land Ceiling Certificate, if applicable

- vi) Approval of International Airports Authority of India/Director General of Civil Aviation if the project is near an airport.
- vii) Name and Business antecedents of the promoters.
- viii) Proposed ownership structure, giving full details as to whether the new undertaking will be owned by individual(s) or a firm or a company.
- ix) Estimated Cost of the project and the manner in which it is proposed to raise the funds to meet the required investment.
- x) The Ministry has prescribed some Regulatory Conditions to be adhered to by promoters of approved Convention Centre Projects. The Promoters should furnish the acceptance of these regulatory conditions in the prescribed form. The Regulatory Conditions and the form of their Acceptance have also been appended.

REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECTS

All convention Centres approved by the Ministry of Tourism are required to furnish the following information:-

1. Documents relating to its legal status i.e. if the Company is incorporated under the companies Act, a copy of its Memorandum and Articles of Association if it is a Partnership, firm, a copy of the Partnership Deed and the Certificate of Registration under the Partnership Act; if it is a Proprietary Concern, Name and Address of the Proprietor etc.
2. Any licence and/or Approvals required from the local administration/Police and/or other concerned authorities for the construction/operation of the Convention centre should be obtained directly by the promoters from the concerned authorities. The approval by the Ministry will not in any way substitute for them. This Ministry's approval will be deemed to have been withdrawn in case of violation of any condition as and when brought to its notice.
3. In the event of the promoters making any changes in the plans of the project as submitted in the plans of the project as submitted earlier, the approval of this Ministry will have to be applied, for afresh.
4. As a project which has been approved from the point of view of its suitability for foreign clientele the promoters will be eligible for grant of loan from Central/State Financial Institutions and priority in the procurement of building material, telephone and telex connection etc. However, this approval should not in any way be construed as an assurance for the grant of these facilities since this would fall within the jurisdiction of the concerned authorities and the rules prescribed for the purpose.

CONDITIONS TO BE FULFILLED AFTER THE CONVENTION CENTRE/HOTEL BECOMES FUNCTIONAL

1. The Convention Centre must immediately inform this Ministry the date from which it becomes functional, and apply for approval within 3 months thereafter.
2. The Convention Centre will submit the following information to the Director General, Ministry of Tourism so as to reach on or before 31st May each year for the preceding financial year:-
 - (a) A bank certificate in regard to foreign exchange deposited by the Convention Centre/Hotel.
 - (b) No. of Conventions/Conferences/Seminars held and the no. of participants as per proforma given below:-

No.	Name of Conference/ Seminar Domestic/International		Date	No. of Participants	Name of Organisation
1	2	3	4	5	6
2.					
3.					
4.					
5.					
6.					

- (c) Total, bed capacity offered by the Hotel as Under (provided the Convention Centre is having residential accommodation)

Single Rooms:

Double Rooms:

Suites:
- (d) Number of rooms occupied on a permanent/ Semi Permanent basis by residents/staff officers etc.

- (e) A specimen copy of the current tariff card (applicable to Convention Centre having residential accommodation)
 - (f) List of the names of the Senior Executives with their designation, experience etc.
 - (g) Total number of persons employed.
 - (h) Annual Report of the Convention Centre/Hotel and a statement showing the audited Balance sheet and Profit and Loss account within 4 months of the close of the financial year.
 - (i) Statistical returns in regard to the number of events held guests, rooms, occupancy, income and employment on quarterly basis as prescribed by the Ministry of Tourism from time to time.
3. The Regional Director/Director/Manager of the Government of India Tourist Offices of the region and the Director General, Ministry of Tourism would be kept informed from time to time of facilities introduced or withdrawn and of any additions or alterations made in regard to Convention Centre.
 4. The hotel tariff should be prominently displayed in each room. This card shall also indicate all taxes, service charge etc. (where applicable)
 5. Normally, no rooms will be let out for purposes other than residential. However, with the prior approval of the Ministry of Tourism not more than 10 per cent of the rooms in the hotel will be let out to any person or company for residential or commercial purposes.
 6. The Convention Centre should at all times adhere to the high standard of maintenance and services for which it has been approved and in all dealing with its guests observe practice worthy of an establishment of repute.
 7. The officers of the Ministry of Tourism or any other officer deputed by it to inspect premises from time to time will be allowed free access with or without prior notice.

IN THE EVENT OF BREACH OF ANY OF THE ABOVE CONDITIONS
BY THE CONVENTION CENTRE THE MINISTRY OF TOURISM
SHALL HAVE THE RIGHT TO WITHDRAW APPROVAL.

APPLICATION PROFORMA FOR APPROVAL OF CONVENTION CENTRE

1. Proposed name of the Convention Centre
2. Name of Promoters:
(a note giving details of business antecedents may be enclosed)
3. Complete Postal address of the Promoters
4. Status of owners/Promoters: Whether
 - (a) Company
(if so, a copy of the Memorandum & Articles of Association may be furnished)

(OR)
 - (b) Partnership firm:
(if so, a copy of partnership Deed and Certificate of registration under the Partnership Act may be furnished)

(OR)
 - (c) Proprietary Concern (give name and address of the Proprietor)
5. Location of Convention Centre alongwith Postal address:
6. Details of the site
 - (a) Area
 - (b) Title
Whether outright purchase (if so, a copy of the registered sale deed should be furnished)

(OR)

On lease
(if so, a copy of the registered lease deed should be furnished)
 - (c) Whether the required Land-Use Permit for the construction of Convention Centre

on it has been obtained (if so; a copy of the Certificate from the concerned local authorities should be furnished).

- (d) Distance from Railway Station:
- (e) Distance from Airport:
- (f) Distance from main city centres:

7. Details of the Convention Centre Project:
(copy of the Project/Feasibility Report should be furnished)

(I) No. of Convention Halls
(Please indicate seating Capacity)

- a)
- b)
- c)
- d)

(II) No. of Mini Convention Halls
(Please indicate Seating Capacity)

- a)
- b)
- c)
- d)

(III) Exhibition Hall
(Please indicate area)

(IV) Restaurant
(Please indicate area)

(V) Parking
(Please indicate area and no. of cars/coaches that can be parked)

(VI) Star Category of accommodation unit planned (if applicable).

i). No. of guest rooms and their area:

	Number	Area
a)	Single	
b)	Double	
c)	suites	
	Total:	

ii) No. of attached baths and their area:

(a) How many of the bathrooms will have long baths or the most modern shower chambers (Give breakup)

(b) Details of Public areas :

	Number	Area of Each
1.	Lounge/ Lobby/Reception	
2.	Restaurants	
3.	Bar	
4.	Shopping	
5.	Banquet/Catering Facilities	
6.	Health Club	
7.	Swimming Pool	

NOTE: It may be ensured that areas of guest rooms and attached bathrooms confirm to the minimum standards laid down by the Ministry of Tourism for Restaurant and for different star categories of Hotels.

(h) Blue prints of the sketch plans of the project. (A complete, set duly approved by State Authorities and signed by the promoter and the architect should be furnished,

including/showing among other things, the following:-

- (i) Site Plan
- (ii) Front and side elevations
- (iii) Floorwise distribution of public areas/guest rooms and other facilities
- (iv) (a) Area of Convention Halls/Mini Convention Hall/Exhibition Hall
 - (b) Area of guest rooms with dimensions (if applicable)
 - (c) Area of bathrooms with dimensions

8. Airconditioning:

- (a) Whether all the Convention Halls and guest rooms will be airconditioned.
- (b) Whether all the public areas will be airconditioned.
- (c) Give details of type of airconditioning

9. Approval

Whether the Convention Centre project has been approved/cleared by/under the following agencies/Acts wherever applicable:

- (a) Municipal authorities
- (b) Urban Lands (Ceilling) Act
- (c) Any other Local/State Govt. Authorities concerned.

10. Proposed Capital Structure:

- a) Total estimated Cost
 - (i) Equity
 - (ii) Loan
- b) Equity Capital so far raised

- c) (i) Sources from which loan is proposed to be raised
- (ii) Present position of the loan

11. Acceptance of Regulatory Conditions

(This should be furnished in the prescribed Proforma)

12. Application Fee-Demand Draft No. Dated
 drawn on (Bank)

13. If you are interested in availing of any or all of the following benefits of the Income Tax Act 1961 kindly mention Yes/No against each of the following provisions:

Section 80- HHD/1A

Any other

Signature

Full Name and Designation of the

Applicant

Place

Dated

FORMAT OF ACCEPTANCE OF REGULATORY CONDITIONS FOR APPROVAL OF CONVENTION CENTRE PROJECT AND CONDITION TO BE FULFILLED AFTER THE CONVENTION CENTRE/HOTEL BECOMES FUNCTIONAL

To

The Director General
Ministry of Tourism
New Delhi

Sub:-Acceptance of Regulatory Conditions for approval of Convention Centre Project & condition to be fulfilled after the Convention Centre/Hotel becomes functional.

Dear Sir,

I have received a copy of the Regulatory Conditions for approval of Convention Centre Projects prescribed by the Ministry of Tourism for Convention Centre on its approved list, and wish to confirm that I have read and understood the same and hereby agree to abide by the same and such other conditions as may be laid down from time to time by the Ministry of Tourism for approval of Convention Centre.

Yours faithfully,

(Name in Block Letters) Managing Director/

Partner/Proprietor

Name of the Convention

Centre.....

Dated:

(Note : This letter should be in the Company' Letter Head)