

GUIDELINES FOR CLASSIFICATION OF HERITAGE HOTELS

Definition:

'Heritage Hotels' cover running hotels in palaces/castles/forts/havelies/hunting loges/ residence of any size 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 air-conditioned (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 durries, 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 necessary and "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 furnished).

(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) Parking 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) Floor wise 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:
