

**Government of India
Ministry of Tourism
(H&R Division)**

**GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF
TENTED ACCOMMODATION**

There is a growing awareness of and increasing demand for eco, adventure, wildlife and pilgrimage tourism. These tourism products involve visiting and staying in remote areas, forests, deserts and riversides. There is an overall shortage of accommodation at tourist destinations, especially in remote areas. Moreover, permanent construction in these areas may either not be permissible or feasible. To meet the increasing demand of tourists, camping facilities and tented accommodation would need to be developed. There is, therefore, a need to promote and facilitate setting up of camp sites while ensuring adherence to quality, standards and safety norms. Ministry of Tourism, Government of India has introduced a voluntary scheme for project approval and classification of operational Tented Accommodation in the following categories:-

- 1. Standard**
- 2. Deluxe**

The Hotel & Restaurant Approval & Classification Committee (HRACC) would inspect and assess the tented accommodation based on facilities and services offered. Project approvals would also be given to these two categories at the project implementation stage.

Classified tented accommodation /approved projects may be eligible for various concessions and facilities that may be announced by the Government from time to time besides getting worldwide publicity through the Indiatourism Offices located in India and abroad.

For project approval /classification of Tented Accommodation in the Standard / Deluxe category, application along with the prescribed fees and specified documents may be sent to: -

**HRACC
Hotel & Restaurant Division
Ministry of Tourism, Government of India
C-1, Hutments, Dalhousie Road, New Delhi-110011**

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR PROJECT APPROVAL AT PROJECT LEVEL & CLASSIFICATION OF TENTED ACCOMMODATION

1. The Ministry of Tourism approves Tented Accommodation at project stage. The documents required for project approval are listed below.
2. Project approval is valid for 5 years. The Tented Accommodation may apply for classification after the project becomes operational.
3. The Ministry of Tourism, Govt. of India reserves the right to modify the Guidelines / Terms and Conditions from time to time.
4. **Application Form.** This covers:
 - (i) *Proposed name of the Tented Accommodation.*
 - (ii) *Name of the promoters with a note on their business antecedents.*
 - (iii) *Complete postal address of the promoters /tel. /fax / e-mail*
 - (iv) *Status of the owners/ promoters.*
 - a. If public / private limited company with copies of Memorandum and Articles of Association.
 - b. If partnership, a copy of Partnership Deed and certificate of registration.
 - c. If proprietary concern, name and address of proprietor / certificate of registration.
 - (v) *Location of site with postal address.*
 - (vi) *Details of the site.*
 - a. Area (in sq.meters).
 - b. Title –owned /leased with copies of sale / lease deed.
 - c. Copy of Land Use permit from local authorities.
 - d. Distances from railway station, airport, main shopping centers (in kms).
 - (vii) *Details of the project*
 1. Copy of feasibility report.
 2. Category planned.
 3. Number of tents and area for each type of tent (in sq.ft.).
 4. Number of attached baths and areas (in sq.ft.).
 5. Details of public areas – lobby / lounge, restaurants, bars, shopping, banquet/conference halls, health club, swimming pool, parking facilities.
 6. Facilities for the differently abled persons.
 7. Eco-friendly practices and any other additional facilities (please indicate area in sq.ft. for each facility mentioned above at 5, 6 & 7).
 8. Date by which project is expected to be completed and operational.
 - (viii) *Approved blue prints / sketch plans signed by the owner showing:*
 - Site plans.
 - Details of tents and bathrooms with dimensions in sq.ft.

Details of fire fighting measures / fire extinguishers /hydrants etc.
Details of measures for energy conservation and water harvesting.

(ix) *Air-conditioning details for tents and public areas.*

(x) *Local approvals by:*

NOC / Permission / Certificate from District Magistrate of the area
for operating the Tented Accommodation.

(The above mentioned approvals / NOCs are the responsibility of the promoters / concerned company as the case may be. The Ministry's approval is no substitute for any statutory approval and the approval given is liable to be withdrawn in case of any violations without notice).

(xi) *Proposed capital structure:*

Total project cost:

- a. Equity component with details of paid up capital.
- b. Debt-with current and proposed sources of funding.

(xii) *Letter of acceptance of regulatory conditions.*

(xiii) *Application fee.*

- (a) In the event of any changes in the project plans, the approval must be sought afresh.
- (b) The Tented Accommodation must immediately inform the Ministry of Tourism the date from which it becomes operational and apply for classification within 3 months of this date.
- (c) The prescribed fee for the project approval and subsequent extension, if any, in the form of a Demand Draft in favour of "Pay & Accounts Officer" Department of Tourism, New Delhi is as under:

(d)

CATEGORY	AMOUNT IN Rs.
Standard	5,000
Deluxe	8,000

(xiv) The promoters must forward regular progress reports for each quarter.

(xv) All documents must be valid at the time of application and a Gazetted officer or Notary must duly certify copies furnished to the Ministry of Tourism. Documents in local languages should be accompanied by a translation in English duly certified.

(xvi) For any change in the category, the promoter must apply afresh with a fresh application form alongwith prescribed fees.

(xvii) Any change in the project plans or management should be informed to the Ministry of Tourism within 30 days, otherwise the approval will stand withdrawn / terminated.

(xviii) Applicants are requested to go through the Checklist of Facilities and Services contained in this document before applying for classification.

(xix) Incomplete application will not be accepted.

- (xx) The Govt. of India, Ministry of Tourism reserves the right to modify the Guidelines /Terms and Conditions from time to time.

5. Tented Accommodation Classification /Re-classification

- i) Classification for newly operational camping site must be sought within 3 months of completion of the approved project. An operating Tented Accommodation may opt for classification at any stage.
- ii) Once a Tented Accommodation applies for classification / re-classification, it should be ready at all times for inspection by the HRACC. No request for deferment of inspection will be entertained.
- iii) Classification will be valid for 5 (Five) years from the date of issue of order or in case of reclassification from the date of expiry of the last classification provided that the application has been received within the stipulated time mentioned above, along with all valid documents. Incomplete applications will not be accepted.
- iv) Tented Accommodation applying for classification must provide the following documentation:

6. Application Form detailing:

- (i) Name of the Tented Accommodation.
- (ii) Name and address of the promoters /owners with a note on their business antecedents.
- (iii) Complete postal address of the camping site with telephone.No. / fax / e-mail.
- (iv) Status of the owners / promoters:
 - (a) If public/ private limited company with copies of Memorandum and Articles of Association.
 - (b) If partnership, copy of Partnership Deed and certificate of registration.
 - (c) If proprietary concern, name and address of proprietor/ certificate of registration.
- (v) Date on which the camping site became operational.
- (vi) Details of camping site with postal address and distance from airport/ railway station/city center / downtown shopping area (in kms).
- (vii) Details of the Tented Accommodation:
 - (a) Area (in sq. meters) with title –owned/ leased with copies of sale/ lease deed
 - (b) Copy of Land Use Permit from local authorities
 - (c) Category being applied for
 - (d) Number of tents and area for each type of tent in sq. ft. (single /double/ suites)
 - (e) Number of attached baths
 - (f) Details of public areas –Lobby /lounge, restaurants, bars, shopping area, banquet /conference halls, health club, swimming pool, parking facilities,

facilities for the differently abled persons, eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft.

- (g) Detail of tents and bathroom with dimensions in sq. ft.
- (h) Details of Fire Fighting Measures /Hydrants etc.
- (i) Details of measures for energy conservation and water harvesting and other eco-friendly measures and initiatives.
- (j) Air-conditioning details for guest room, public areas etc.

7. Certificates / No Objection Certificates (attested copies):

- (a) Document establishing ownership of the site/ lease deed.
- (b) NOC / Permission / Certificate from District Magistrate of the area for operating the Camping Site.
- (c) If classified earlier, a copy of the earlier certificate of classification issued by Ministry of Tourism.

IMPORTANT: It will also be the responsibility of the promoters of the tented accommodation to obtain NOC / Clearance / Permission of any other local authority as maybe applicable / required viz: Approval / NOC from AAI for projects located near Airports, NOC of the State Pollution Control Board, NOC of Forest Dept. in case the Camping site in question is in the vicinity of a National Park, Game Sanctuary or a Forest Reserve etc. wherever applicable.

NOTE:

- The Ministry’s approval is no substitute for any statutory approval and the approval given is liable to be withdrawn without notice in case of any violations or misrepresentation of facts.
- Application for classification or re- classification must be complete in all respects – application form, application fee, prescribed clearances, NOCs, certificates etc. Incomplete application will be rejected.

8. Prescribed application fee

The application fee payable for Classification / Re-classification in the form of a Demand Draft in favour of “Pay & Accounts Officer” Department of Tourism, New Delhi is as under:

Category	Classification / Reclassification fees in Rs.
Standard	10,000
Deluxe	15,000

9. The Classification Committee will consist of the following:

- (a) Chaired by Chairman (HRACC) or his representative. Representatives from FHRAI/ IATO/ IHM / State Tourism Department / Domestic Tour Operators Association / Adventure Tour Operators Association/ local Indiatourism

office and Member Secretary will constitute as the other members of the Committee.

- (b) The Chairman and any 3 members will constitute a quorum.
- (c) The minutes will be approved by the Chairman (HRACC).
- (d) In case of any dissatisfaction with the decision of HRACC, the Tented Accommodation may appeal to Secretary (Tourism), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification / re-classification. No requests will be entertained beyond this period.

10. Tented Accommodation will be classified following a two-stage procedure. The presence of facilities and services will be evaluated against the enclosed checklist.
 - (a) All Camping Sites to adopt environment friendly practices and facilities for differently abled persons.
 - (b) The quality of facilities and services will be evaluated against the mark sheet.
11. The Camping Site is expected to maintain required standards at all times. The Classification Committee may inspect a Camping Site at any time without previous notice. The Committee may request that its members be recommended overnight stay to inspect the level of services.
12. Any deficiencies / rectification pointed out by the HRACC must be complied within the stipulated time, which has been allotted in consultation with the Camping Site representatives during inspection. Failure to do so will result in rejection of the application.
13. The Committee may assign a category lower but not higher than that applied for.
14. The Camping Site must be able to convince the Committee that they are taking sufficient steps to conserve energy and harvest water, segregation of garbage and disposal / recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.
15. For any change in the category, the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
16. Any changes in the plans or management of the Tented Accommodation should be informed to the HRACC, Govt. of India, Ministry of Tourism within 30 days otherwise the classification will stand withdrawn / terminated.
17. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
18. Incomplete application will not be accepted.
19. The Govt. of India, Ministry of Tourism reserves the right to modify the Guidelines / Terms and Conditions from time to time.

FORMAT FOR UNDERTAKING

To

Secretary (Tourism)
Govt. of. India
Ministry of Tourism
New Delhi.

UNDERTAKING

Sir,

I have read and understood all the terms and conditions as mentioned in the Guidelines with respect to project approval / classification of Tented Accommodation in Standard / Deluxe category and hereby agree to abide by them. The information and documents provided are correct and authentic to the best of my knowledge.

Signature and name in block letters

Seal of the applicant

Place:

Date:

Government of India
Ministry of Tourism (HRACC Division)
Classification/Reclassification of Tented Accommodation

Mark sheet for quality

Criteria	Max Marks	Score	Comments
Exterior & Grounds	8		Exterior, Approach 2 / Landscaping 2 / Exterior lighting 2 / Parking 2
Tents	10		Furniture 2 / Furnishings 2 / Décor 2 / tent facilities & amenities 2 / Linen 2
Bathrooms	4		Facilities 1/ Fittings 1/ Linen 1/ Toiletries 1
Public Areas	8		Furniture 2 / Furnishings 2 / Décor 2 / Restrooms 1 / telephone in public places 1
Food & Beverage	8		Choice of cuisine, menu 2 / décor 2 / food quality 2 / use of local cuisine 2.
Kitchen	7		Equipment 3 / food storage 2/ facility planning 1
Cleanliness	8		Overall impression
Hygiene	8		Pot & Dish Washing 2 / drinking water 2 / staff facilities 1 / pest control 2 / garbage disposal 1
Safety & Security	8		Fire fighting equipment 2 / signage 2 / awareness of procedures 1 / public area and room security 2 / first-aid 1
Communication	5		Phone service 2 / e-mail / internet access 2 / PC and other equipment 1
Guest Services	5		Overall impression
Eco-friendly practices	10		Waste management, recycling 2/ no plastics 1 /Water conservation, Harvesting 2 /pollution control-air, water, sound, light 2 / Alternative energy usage 1/ sewage disposal 2.
Promotion of local resources	4		Local culture-local folk dance and music 2 / local arts & handicrafts 2.
Staff quality	7		Overall impression 3 / Level of training 2 / Employment of local youth / personnel 2.
TOTAL	100		

Comments:

HRACC Members:

1.----- 2.-----
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 3.----- 4.-----
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 5.----- 6.-----

Qualifying Score:	Standard – 60%	Deluxe – 80%
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Checklist for Tented Accommodation

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
General				
Primarily transient full time operations, 7 days a week in season	N	N		
Establishment to have all necessary trading licenses	N	N		These documents are already detailed in General Terms and Conditions.
Establishment to have public liability insurance	D	D		
Bedrooms, Bathrooms, Public areas and kitchens fully serviced daily	N	N		
All floor surfaces clean and in good repair	N	N		Floors may be of any type.
Guest Room				
Minimum 6 lettable tents, all tents with two outside windows / ventilation	N	N		
Minimum size of tent with centre height of 7 ft. excluding bathroom in sq. ft.	10 x10 ft.	10 x10 ft.		
Minimum area of tents	10 x10 ft.	10 x10 ft.		
Platform minimum to be raised by 12 inches	N	N	Platform minimum to be raised by 12 inches	
Air-conditioning	-	50%		Air-conditioning / heating depends on climatic conditions. Room temp. should be between 20 & 28 Degrees Centigrade. Dining Room/ Public Area may be air cooled.

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
A clean change of bed and bath linen daily & between check-In's	N	N		Tented Accommodation may have a guest triggered system for responsible tourism. Definitely required between each check – in.
Minimum bed width for single (90cm.) and double (135 cm.)	N	N		
Mattress minimum 10 cm thick	N	N		Coir/ foam/ quilted/ spring.
Minimum bedding 2 sheets, pillow & case, blanket, mattress protector and bed cover.	N	N		Blankets available in air-conditioned room and as per seasonal requirement in Non-AC room. Mattress protector is desirable for standard and necessary for deluxe.
Sufficient lighting 1 per bed	N	N		
A writing surface with sufficient lighting	N	N		
Chairs	N	N		Preferable one per bed.
Clothes hangers- minimum for 4 clothes.	N	N		
Wastepaper basket	N	N		
Opaque curtains or screens on all windows	N	N		
Drinking water + 1 glass tumbler per guest	N	N		Water treated with UV + filtration is necessary.
A mirror, at least half length (3ft.)	N	N		
A ' Do Not Disturb' notice	N	N		
Night spread / bedcover with nightly turndown service	N	N		
Room safe				Available at reception.

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
Mini bar / fridge				Contents must conform to local laws
Iron and ironing board on request	D	D		
Bathroom				
Percentage of tents with dedicated (private) bathroom with room	Nil	100%		Dedicated bathrooms need not be attached but must have private access. Where toilets are not attached, there should be 1 toilet/bathroom for 3 tents.
Minimum size of bathrooms in square feet	NA, (Common Toilet)	NA. As per local conditions		
Common bathroom, access not through public areas, kitchens etc.	N	N		All bathrooms, shower stalls, lockable toilet area to have sanitary bin with lid
1 bath towel and 1 hand towel to be provided per guest	N	N		If no attached / dedicated bath, to provide in tent.
Guest toiletries to be provided- minimum 1 new soap per guest	N	N		Where bathroom is not attached toiletries to be provided in tent.
Clothes hook in each bath/shower room	N	N		
Sanitary bin	N	N		In communal bathroom, these must have a cover.
Each western WC toilet to have a seat and lid with toilet paper	N	N		
Hot and cold water available 24 hours	D	D		Hot water can be provided in buckets.
Water saving taps / shower	N	N		

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
Energy saving lighting	N	N		In public areas.
Bottled toiletry products	D	N		
<i>Kitchen</i>				Size of kitchen should not be less than 15-20 sq.ft. with a clear height of 8 ft.
Refrigerator with deep freeze	D	N		Capacity based on size of F&B service
Segregated storage of meat, fish and vegetables	N	N		Meats & fish in freezers. Vegetables must be separate.
Clean utensils	N	N		
Six monthly medical checks for production staff	N	N		
All food grade equipment containers	N	N		
Ventilation system	N	N		
First – aid training for all kitchen staff	N	N		
Drinking water	N	N		Water treated with UV + filtration.
Garbage to be segregated – wet and dry	N	N		To encourage recycling.
Wet garbage area to be air-conditioned	D	N		Proper disposal arrangements must be in place.
Receiving area and stores to be clean and distinct from garbage area	N	N		
FOOD & BEVERAGE				
Dining room serving breakfast, lunch and dinner	N	N		Meal times to be displayed. Service to start by 7 a.m. and finish no earlier than 11 p.m. Minimum one hour per meal service. Breakfast may be Continental.

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
Public Areas				
Lounge/ reception facility or means to call attention	N	N		Manned minimum 16 hours a day, call service 24 hours.
Public rest rooms for Ladies and Gents with soap dispenser and clean towels, a washbasin with running hot and cold water, a mirror, a sanitary bin with lid in unisex & ladies toilet	N	N		Should have facility for differently abled persons.
Ramps with anti – slip floors and handrails at the entrance. Minimum door width should be 32” to allow wheelchair access and other facilities for the differently abled persons	D	D		Wheelchair accesses with suitable table in at least one restaurant.
Facilities for the differently abled persons	D	D		Earmarked room, bathroom, ramps, special furniture etc.
Staff Quality				
Uniforms for front of the house	N	N		Uniforms to be clean and in good repair.
Front office staff English speaking	D	N		This may be relaxed outside the metros / sub metros.
Percentage of staff with minimum one year certificate course from Government recognized catering / hotel institute	D	D		This may be relaxed for hotels in rural, pilgrimage and hill areas. Local area employment be encouraged. Efforts to be made to take in trained staff.
Staff welfare / facilities				
Staff rest room	D	N		
Staff locker room	D	D		
Toilet facilities	D	N		

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
Dining area	D	N		
Guest Services				
Paid transportation on call	D	N		Guest should be able to travel from the camping site.
Acceptance of common credit cards	D	D		
Assistance with luggage on request	N	N		
Public telephone on premises. Unit charges made known	N	N		Telephone no higher than 24" from floor level.
Wake-up call service on request	N	N		
Messages for guests to be recorded and delivered	N	N		A prominently displayed message board will suffice.
Name, address and telephone numbers of doctors with front desk	N	N		
Stamps and mailing facilities	D	D		
Newspapers	D	D		This may be in the lounge for standard.
Provision for emergency supplies toiletries / first aid kit /medicines	N	N		This may be a chargeable item.
Health / Fitness facilities	D	D		Indian system of treatments should preferably be offered.
Beauty saloon and barbers shop	D	D		
Safety & Security				
Staff trained in fire fighting drill	N	N		Quarterly drill or as per law
Security arrangements for all camp entrances	N	N		
Fire and emergency procedure notices displayed in room behind door	N	N		

CHECKLIST FOR FACILITIES & SERVICES	Standard	Deluxe	YES/NO	COMMENTS D = Desirable, N = Necessary.
Fire and emergency alarms should have visual & audible signals	N	N		Local system may be adequate.
Do's & Dont's be properly displayed and also ensure its compliance by the clients				
Communication Facilities				
A telephone for incoming & outgoing calls in the tent or through the reception wherever possible	N	N		
PC available for guest use with internet access, E –mail service. fax and photocopy service wherever possible	--	N		This can be a paid service. Internet subject to local access being available
Swimming Pool	--	D		
Parking Facilities	N	N		Should be adequate in relation to the number of tents. Exclusive earmarked accessible parking nearest to the entrance for the differently abled persons.
There is no relaxation in the 'Necessary' criteria except as specified in the comment column.				

28/7/08