

Government of India
Department of Tourism
(H & R Division)
Guidelines for Approval & Classification of Apartment Hotels

Hotels are an integral part of a tourist's visit to a place and the services offered by them can make or mar a visit completely. Apartment Hotels are increasingly becoming popular with business travelers who come to India for some assignments, for family holidays, etc. Which are sometimes stretching for months together. With the aim of providing standardized, world class services to the tourists, the Government of India, Department of Tourism has a voluntary scheme for classification of fully operational Apartment Hotels in the following categories:

5 Star Deluxe, 5 Star, 4 Star, and 3 Star,

The Hotel & Restaurant Approval & Classification Committee (HRACC) inspects and assesses the hotels based on facilities and services offered.

Project approvals are also given in all the above-mentioned categories at the project implementation stage.

Classified Apartment Hotels/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides, getting worldwide publicity through the Indiatourism Offices located in India and abroad.

*****An Apartment Hotel is meant for use of temporary stay that should not exceed beyond 90 days in any circumstances

In no circumstances apartments in the Apartment Hotel will be sold individually for residential or any other purpose.

Details of the criteria set and the documents required are given in this document.

For classification/reclassification and project approvals of Apartment Hotels, the applications along with the requisite fees may be sent to:-

Member Secretary (HRACC)/Hotel and Restaurants Division,

Department of Tourism, Government of India, C-1 Hutments, Dalhousie Road, New Delhi 110011.

GENERAL TERMS, CONDITIONS & APPLICATION AT PROJECT LEVEL & CLASSIFICATION/ RECLASSIFICATION FORMAT FOR PROJECT APPROVAL OF APARTMENT HOTELS

Approval at Project Level

1. The Department of Tourism approves Apartment hotels at project stage based on documentation, which enables the hotels to get certain benefits from the govt. as announced from time to time. The documents required for project approvals are listed below.
2. Project approvals are valid for 5 years. Project approvals of the Govt. of India, Department of Tourism cease 3 months from the date that the hotel becomes operational even if all its rooms are not ready. The Apartment Hotel must apply for classification within these 3 months.
3. The Department 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 Apartment Hotel
 - ii. Name of the promoters with a note on their business antecedents
 - iii. Complete postal address of the promoters/tel./fax/email
 - iv. Status of the owners/ promoters
 1. If Public/ private limited company with copies of Memorandum and Articles of Association
 2. If Partnership, a copy of partnership deed and certificate of registration
 3. If proprietary concern, name and address of proprietor/certificate of registration
 - v. Location of Apartment Hotel site with postal address
 - vi. Details of the site

1. Area (in sq. meters)
 2. Title - owned/ leased with copies of sale/ lease deed
 3. Copy of Land Use Permit from local authorities
 4. Distances from Railway station, airport, main shopping centers (in Kms)
- vii. Details of the project
1. Copy of feasibility report.
 2. Star category planned
 3. Number of apartments and area for each type of room (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 etc.
 6. Facilities for the physically challenged 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. Blue prints/ sketch plans signed by owners and architect showing
1. Site plan
 2. Front and side elevations
 3. Floor plans for all floors
 4. Detail of guestroom and bathroom with dimensions in sq.ft.
 5. Details of Fire Fighting Measures/ Hydrants etc.
 6. Details of measures for energy conservation and water harvesting.
- ix. Air-conditioning details for guest rooms, public areas
- x. Local approvals by
1. Municipal authorities
 2. Concerned Police Authorities
 3. Any other local authority as maybe required.

4. Approval /NOC from Airport Authority of India for projects located near Airports

The above mentioned approvals/NOCs are the responsibility of the promoters/concerned company as the case may be. The Department'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

1. 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. Please indicate whether the promoter intends to give a few rooms or all rooms on a time- share basis.

xiv. Application Fee

- 5. In the event of any changes in the project plans, the approval must be sought afresh.
- 6. Authorised officers of the Department of Tourism should be allowed free access to inspect the premises from time to time without prior notice.
- 7. The Apartment Hotel must immediately inform the Department of the date from which it becomes operational and apply for classification within 3 months of this date.
- 8. The fees payable for the project approval and subsequent extension, if required are as follows. The demand draft maybe payable to " Pay & Accounts Officer, Department of Tourism, New Delhi ".

Star Category of Apartment Hotels	Amount in Rs.
5- Star	15,000
4- Star	12,000
3- Star	8,000

9. The promoters must forward regular progress reports for each quarter failing which the project approval would be considered withdrawn.
10. All documents must be valid at the time of application and a *Gazetted* officer or Notary must duly certify copies furnished to the Department. Documents in local languages should be accompanied by a translation in English/official language and be duly certified.
11. Projects, where it is proposed to let out part or whole of the Apartment Hotel on time share basis will not be eligible for approval.
12. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
13. Any changes in the project plans or management should be informed to the Department of Tourism within 30 days otherwise the approval will stand withdrawn/terminated.
14. Applicants are requested to go through carefully the checklist of provision of facilities and services as contained in the *Guidelines* before applying.
15. Incomplete applications will not be accepted.
16. The *Govt. of India* Department of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

Apartment Hotel - Classification/Reclassification Guidelines

1. Classification for newly operational Apartment Hotels must be sought within 3 months of completion of approved Apartment Hotel projects. Operating Apartment Hotels may opt for classification at any stage. However, those seeking re-classification should apply for reclassification one year prior to the expiry of the current period of classification.
2. If the Apartment Hotel fails to reapply 1 year before the expiry of the classification order, the application will be treated as a fresh classification case.
3. Once an Apartment Hotel applies for classification/ re-classification, it should be ready at all times for inspection by the HRACC. No requests for deferment of inspection will be entertained.
4. Classification will be valid for 5 (Five) years from the date of issue of orders 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.
5. Apartment Hotels which propose to let out part of or all its rooms on time-share basis are not eligible to be classified.
6. Apartment Hotels applying for classification must provide the following documentation.
 - a. Application Form detailing
 - i. Name of the Apartment Hotel
 - ii. Name and address of the promoters/owners with a note on their business antecedents
 - iii. Complete postal address of the Apartment Hotel with tel. no/fax/email
 - iv. Status of the owners/ promoters
 1. If Public/ private limited company with copies of Memorandum and Articles of Association
 2. If Partnership, a copy of partnership deed and certificate of registration

3. If proprietary concern, name and address of proprietor/certificate of registration.
- v. Date on which the Apartment Hotel became operational.
- vi. Details of Apartment Hotel site with distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
- vii. Details of the Apartment Hotel
 1. Area (in sq. metres) with title - owned/ leased with copies of sale/ lease deed
 2. Copy of Land Use Permit from local authorities
 3. Star category being applied for
 4. Number of rooms and area for each type of room in sq.ft. (single/double/suites)
 5. Number of attached baths
 6. Details of public areas - Lobby/lounge, restaurants, bars, shopping area, banquet/ conference halls, health club, swimming pool, parking facilities, facilities for the physically challenged persons, Eco-friendly practices and any other additional facilities. The area for each facility should be indicated in sq.ft
 7. No. of bathrooms with dimensions in sq.ft.
 8. Details of Fire Fighting Measures/ Hydrants etc.
 9. Details of measures for energy conservation and water harvesting and other Eco- friendly practices, measures and initiatives.
 10. Air-conditioning details for guest rooms, public areas
- viii. Certificates/No Objection Certificate's (attested copies)
 - a) Certificate/ licence from Municipality/ Corporation to show that your establishment is registered as an Apartment Hotel
 - b) Certificate/ licence from concerned Police Department authorizing the running of an Apartment Hotel
 - c) Clearance Certificate from Municipal Health Officer/ Sanitary Inspector giving clearance to

your establishment from sanitary/hygienic point of view

- d) No Objection Certificate with respect to fire fighting arrangements from the Fire Service Department (Local Fire Brigade Authorities)
- e) Public liability insurance
- f) Bar Licence (necessary for 4*, 5* & 5*-D only)
- g) Money Changers Licence (necessary for 4*, 5* & 5*-D only)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by Department of Tourism
- j) For Heritage property, certificate from the local authority stating age of the property and showing new and old built up areas separately.
- k) Any other local authority as maybe required.
- l) Approval /NOC from AAI for projects located near Airports
- m) Please indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- n) Application fees

The above-mentioned approvals/No Objection Certificates are the responsibility of the Owners/promoters/concerned Company as the case may be. The Department'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.

7. All applications for classification or re-classification must be complete in all respect viz. application form, application fee, prescribed clearances, NOCs, certificates etc. Incomplete application is liable to be rejected.
8. The application fee payable for classification/reclassification are as follows. The demand draft maybe payable to" Pay & Accounts Officer, Department of Tourism, New Delhi ".

Star Category of Apartment Hotels	Classification/Reclassification fees in Rs.
3-Star	10,000
4-Star	15,000
5- Star	20,000
5-Star Deluxe	25,000

9. The Classification Committee for Apartment Hotels will consist as follows:

(a) Chaired by Chairman (HRACC) or his representative. Representatives from FHRAI/ HAI/ IATO/ TAAI/ IHM /RD/local Indiatourism office/Director(T) of the concerned State Govt. or his representative(who should be a Gazetted officer) /Member Secretary will constitute 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 Apartment Hotels may appeal to Secretary (T), Government of India for review and reconsideration within 30 days of receiving the communication regarding classification/reclassification. No requests will be entertained beyond this period.

10. Apartment Hotels will be classified following a two stage procedure

- a. The presence of facilities and services will be evaluated against the enclosed checklist.
 - i. New projects will be required to adopt environment friendly practices and facilities for physically challenged persons.

- ii. Existing Apartment Hotels being classified will need to confirm to a phased plan for adding Eco-friendly practices and facilities for physically challenged persons,
 - b. The quality of facilities and services will be evaluated against the mark sheet
11. The Apartment Hotel is expected to maintain required standards at all times. The Classification Committee may inspect the Apartment Hotel at any time without previous notice. The Committee may request that its members be accommodated overnight to inspect the level of services.
 12. Any deficiencies/ rectification pointed out by the HRACC must be complied with within the stipulated time, which has been allotted in consultation with the hotel representatives during inspection. Failure to do so will result in rejection of the application.
 13. The committee may assign a star category lower but not higher than that applied for.
 14. The Apartment Hotel must be able to convince the committee that they are taking sufficient steps to conserve energy and harvest water, garbage segregation, and disposal/recycling as per Pollution Control Board (PCB) norms and following other Eco-friendly measures.
 15. For any change in the star 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 Apartment Hotel should be informed to the HRACC, Govt. of India, Department 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 applications will not be considered. All cases of classification would be finalised within three months of the application being made.

19. The Govt. of India Department of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

Format of Undertaking for Project Approval/Classification/Reclassification of
Apartment Hotels

To,
The Secretary (T)
Govt. of India,
Department of Tourism
New Delhi.

UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to project approval/classification/reclassification in 3/4/5/5-D Apartment Hotels 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:

CHECKLIST FOR FACILITIES & SERVICES

<i>GENERAL</i>	3* & 4*	5*& 5*-D	<i>COMMENTS</i>
24 hour lifts for higher buildings then ground plus two floors	N	N	Mandatory for new hotels. Local laws may require a relaxation of this condition.
Parking	N	N	One parking space per unit should be provided.
Guesrooms Minimum 10 lettable rooms . All rooms with outside window / ventilation.	N	N	
Minimum floor area Studio including sleeping, living, bathing, cooking & dining-sqft.	250	251-350	
Minimum floor area 1bedroom including sleeping, living bathing, cooking & dining sqft.	500	500-650	Living Dining bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, living, bathing, cooking & dining – sqft.	760	950	Living Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, living, bathing, cooking & dining sqft.	1000	1250	Living Dining, bedroom and kitchen areas are separate with doors.
Dining area	N	N	Separate dining table and chairs to accommodate maximum bedding
Air –conditioning	N	N	Air – conditioning/heating depends on climatic conditions & architecture. Room temp. should be between 20&28 Degrees C.For 4*,5* and 5* Deluxe between 20 and 24 degrees C.For 3star minimum 50% of the apartments should be air –conditioned.
Iron with iron board	N	N	
A 15 amp earthen power shocked	N	N	
Television	N	N	
Internet Connection	D	N	For 3 star and internet

				facility be made available in the Business Center.
Telephone in the room	N	N		
Ward robe with minimum 12 clothes hangers per bedding	N	N		
Shelves or drawer space	N	N		
Bathrooms Number of dedicated(private) bathrooms –Studio	1	1		
Number of dedicated (private)bathrooms1Bedrooms	1	1 1/2		Half bath toilet and wash basin.
Number of dedicated (private)bathrooms2Bedrooms	2	2 1/2		
Number of dedicated (private)bathrooms3Bedrooms	2	3 1/2		
Minimum Size of Bathroom in square feet	36	40		
Western WC toilet to have a seat and lid toilet paper.	N	N		
Floors and walls to have non – porous surfaces	N	N		
Indoor Activity Games Room	N	N		
Outdoor Games Like Tennis , Badminton	D	N		
Water saving taps /shower	N	N		
Kitchens/Kitchenettes				
Kitchenettes for Studios	N	N		Screened area-signal burner stove top, no open flame, Microwave oven or OTG, Fridge (165 Ltr.) utensils, crockery and cutlery, Tea / Coffee maker, sink exhaust fan.
Kitchens for 1 bedroom and larger	N	N		Dedicated kitchen-2 burner stove, Microwave oven, Tea/coffee maker, Full size fridge, sink exhaust fan, utensils, cutlery, crockery.
Washing Machines /dryers	D	D		Arrangements are made available for laundry/ dry cleaning services.
Public Areas				
A lounge or seating in the lobby area	N	N		
Reception facility manned	N	N		

24hours				
Heating and cooling to be provided in enclosed public rooms	N	N		Temperatures to be between 20-28 degrees calculus.
Dining room serving break-fast	N	N		
Garbage room (wet and dry)	N	N		
Room for left luggage facilities	N	N		
Health Fitness facilities	D	N		Necessary for 4star and above, desirable for 3-star
Guest Services				
Utility shop	N	N		
Acceptance of Common Credit Cards	N	N		
A public telephone on premises, Unit charges made known.	N	N		
Wake –up call service on request.	N	N		
Messages for and telephone number of Doctor with front desk.	N	N		
Assistance with luggage on request	N	N		
Stamps and mailing facilities	N	N		
Left luggage facilities	N	N		
Fax and photocopy service	N	N		
Business Center	N	N		This should be a dedicated area. In resort destinations, tourist and pilgrimage centers this may be relaxed.
Safekeeping facilities available	N	N		
Smoke detectors	N	N		These can be battery operated
Fire and emergency procedure notices displayed in rooms behind door	N	N		
Fire exit sign on guest floors with emergency power public liability insurance	N	N		
Public liability insurance	D	D		
Swimming pool		N		This can be related for hill destinations. Necessary for 5&5-D-star deluxe and desirable for 3-star, 4-star.