

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

GUIDELINES FOR PROJECT APPROVAL AND CLASSIFICATION OF TIME SHARE RESORTS.

Hotels and other supplementary accommodation 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. Vacation ownership popularly known as Time Share is one of the fastest growing component of tourism. Time Share Resorts (TSR) are increasingly becoming popular for leisure holidays and family holidays, etc. With the aim of providing standardized world class services to tourists, the Government of India, Ministry of Tourism has a voluntary scheme for classification of fully operational Time Share Resorts in the following categories:-

5 Star, 4 Star and 3 Star categories

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

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

Classified Time Share Resorts approved/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.

TSRs and Hotels are permitted for mixed use. However, if the TSR intends to use as hotel also i.e. mixed purpose, it must provide all facilities and amenities as required or the specified star category of hotel in accordance with the Guidelines.

TSRs will be used as Vacation ownership. In no circumstances apartments in TSR will be sold individually for residential or any other purpose.

TSRs including heritage and resorts which are the members of All India Resort Development Association (AIRDA) will be considered for classification/project approval.

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

For classification and project approvals in the 5 Star, 4 Star and 3 Star, the applications along with the requisite fees may be sent to:-

**HOTEL AND RESTAURANTS DIVISION
MINISTRY OF TOURISM, GOVERNMENT OF INDIA
C-I HUTMENTS, DALHOUSIE ROAD, NEW DELHI -110011.**

Format for Undertaking

To

The Secretary (Tourism)
Ministry of Tourism
New Delhi

UNDERTAKING

I have read and understood all the terms and conditions mentioned above with respect to approval of Time Share Resort 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:

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR PROJECT APPROVAL AT PROJECT LEVEL & CLASSIFICATION OF TIME SHARE RESORTS

A. Approval at Project level

1. The Ministry of Tourism approves TSR at project stage based on documentation, which enables the TSR to get certain benefits from the Govt. as may be 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 TSR becomes operational even if all its rooms are not ready. The TSR must apply for classification within these 3 months.
3. The Department of Tourism, Govt. 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 TSR
 - 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 TSR 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.
 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 guest room and bath room 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
 2. Any other local authority as maybe required.
 3. 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 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
 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. Application Fee
5. In the event of any changes in the project plans, the approval must be sought afresh.
 6. Authorised officers of the Ministry of Tourism should be allowed free access to inspect the premises from time to time without prior notice
 7. The TSR must immediately inform the Department of the date from which the TSR 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 ".

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Star category	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. For any change in the category the promoters must apply afresh with a fresh application form and requisite fees for the category applied for.
12. Any changes in the project plans or management should be informed to the, Department of Tourism/Regional Directors Office (For 3, 4 & 5 Star /Heritage categories) within 30 days otherwise the approval will stand withdrawn/terminated.
13. Applicants are requested to go through the checklist of facilities and services contained in this document before applying.
14. Incomplete applications will not be accepted.
15. The Govt. India, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time

B. TSR Classification/Reclassification

1. Classification for newly operational TSR must be sought within 3 months of completion of approved TSR projects. Operating TSR's may opt for classification at any stage. However, TSRs seeking re-classification should apply for reclassification one year prior to the expiry of the current period of classification.
2. If the TSR fails to reapply three months before the expiry of the classification order, the application will be treated as a fresh classification case.

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3. Once a TSR 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. TSRs applying for classification must provide the following documentation.
 - a. Application Form detailing
 - i. Name of the TSR
 - ii. Name and address of the promoters/owners with a note on their business antecedents
 - iii. Complete postal address of the 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 hotel became operational.
 - vi. Details of TSR site with postal address and distance from Airport/Railway Station/City Centre/Downtown shopping area (in kms)
 - vii. Details of the TSR
 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. Detail of guestroom and bathroom 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 measures and initiatives.
 10. Air-conditioning details for guest rooms, public areas

Certificates/No Objection Certificates (attested copies)

- a) Certificate/ licence from Municipality/ Corporation to show that your establishment is registered as a TSR.
- b) Certificate/ licence from concerned Police Department authorizing the running of a TSR
- 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 3*, 4* & 5*)
- g) Money Changers Licence (necessary for 3*,4*& 5*)
- h) Sanctioned building plans/occupancy certificate
- i) If classified earlier, a copy of the earlier "Certificate of Classification issued by MOT
- 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) 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.

- 6. All applications for classification or re-classification must be complete in all respects - application form, application fee, prescribed clearances, NOCs, certificates etc. - incomplete application is liable to be rejected.
- 7. TSRs will qualify for classification as Heritage hotels provided a minimum 50% of the floor area was built before 1935 and no substantial change has been made in the facade. TSRs which have been classified/, re-classified under Heritage categories prior to issue of these Guidelines will continue under Heritage categories even if they were built between 1935-1950. **
- 8. The application fees payable for classification/reclassification are as follows. The demand draft maybe payable to" Pay & Accounts Officer, Department of Tourism, New Delhi ".

Star Category	Classification/Reclassification fees in Rs.
3-Star	10,000
4-Star	15,000
5-Star	20,000

9. The classification committee will consist as follows
 - (a) Chaired by Chairman (HRACC) or his representative. Representatives from AIRDA/FHRAI /HAI /IATO/TAAI /IHM/RD/local Indiatourism office /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 TSR 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. TSRs will be classified following two stage procedure.

The presence of facilities and services will be evaluated against the enclosed checklist.

 - (a) TSRs will be required to adopt environment friendly practices and facilities for physically challenged persons.
 - (b) The quality of facilities and services will be evaluated against the mark sheet.
11. The TSR is expected to maintain required standards at all times. The Classification Committee may inspect a TSR at any time without previous notice. The Committee may request that its members be recommended 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 TSR 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 TSR 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 TSR 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 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, Ministry of Tourism reserves the right to modify the guidelines/terms and conditions from time to time.

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Guidelines for approval of Timeshare Resorts

General	3*	4*/ 5*/H	Comments
24 hour lifts for buildings higher than ground plus two floors.	N	N	Mandatory for new TSRs. Local laws may require a relaxation of this condition.
Parking	N	N	Adequate parking space should be provided.
<u>Guest rooms</u> Minimum No. of apartments available for Year round. (10) All rooms with outside window/ventilation.	N	N	No. of apartment weeks available should not be less than eligible members to holiday.
Minimum floor area Studio including verandah, sleeping, living, bathing, cooking & dining– sq. ft.	250	251-350	
Minimum floor area 1 bedroom including sleeping, living, bathing, cooking & dining-sq. ft.	450-650	550-650	Living, Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 2 bedrooms including sleeping, living, bathing, cooking & dining-sq. ft.	650-850	750-850	Living, Dining, bedroom and kitchen areas are separate with doors.
Minimum floor area 3 bedrooms including sleeping, living, bathing, cooking & dining-sq. ft.	1000	1250	Living, Dining, bedroom and kitchen areas are separate with doors.
<u>Dining area</u>	N	N	Separate dining table and chairs to accommodate maximum bedding.
Air-conditioning.	N	N	Applicable for Resorts/Hotels at Locations less than 2000 ft. above sea level. Air-condoning/heating depends on climatic conditions & architecture. Room temp. should be between 20 & 28 Degrees C. For 4*, 5* between 20 and 24 degrees C For 3 star minimum. 50 % of the Apartments should be air-conditioned as applicable. Should be available on request.

Iron with iron board.	-	-		Should be available on request.
15 amp earthed power socket.	N	N		
Television.	N	N		
Internet Connection.	D	N		For 3 star and 4 star internet facility be made available in the Business Centre.
Telephone in the room.	N	N		
Ward robe with minimum 12 clothes hangers per bedding.	N	N		
Shelves or drawer space.	N	N		
<u>Bathrooms</u>	-**	**		
Number of dedicated(private) bathrooms – Studio.				
Number of dedicated (private) bathrooms – 1 Bedroom.	1	1		
Number of dedicated (private) bathrooms – 2 Bedroom.	2	2		
Number of dedicated (private) bathrooms – 3 Bedroom.	2	3		
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		
Furniture.	N	N		Twin sofa cum-bed, chairs and other furniture as necessary.
Water saving taps/shower.	N	N		

<u>Kitchens/Kitchenettes</u>				
Kitchenettes for Studios.	N	N		Defined area – two burner stove top, no open flame, microwave oven or OTG, fridge, utensils, crockery and cutlery, tea/coffee maker, sink, exhaust fan or central exhaust.
Kitchens for 1 bedroom and larger.	N	N		Dedicated kitchen – 2 burner stove, microwave oven, tea/coffee maker, fridge, sink, exhaust fan, utensils, cutlery, crockery.
Washing machines/dryers.	D	D		Arrangements be made available for laundry/ dry cleaning services.
<u>Public Areas</u>				
A lounge or seating in the lobby area.	N	N		
Reception.	N	N		Manned minimum 16 hrs., Call service 24 hrs.
Heating and cooling to be provided in enclosed public rooms.	D	N		Temperatures to be between 20—28 degrees celcius
Restaurant/dining room	N	N		Multi cuisine for all 3 meals.
Garbage room (wet and dry).	N	N		
Room for left luggage facilities.	N	N		
Health Fitness facilities.		N		Necessary for 4 star and above, desirable for 3-star
<u>Guest Services</u>				
Utility Shop.	N	N		
Acceptance of common credit cards.	N	N		
A public telephone on premises, unit charges made known.	N	N		
Messages for guests to be recorded and delivered.	N	N		

Name, address and telephone number of doctors with front desk.	N	N		
Assistance with luggage on request.	N	N		
Stamps and mailing facilities.	N	N		
Safekeeping facilities available.	N	N		
Smoke/Heat detectors	N	N		These can be battery operated as per prevailing building laws.
Fire and emergency procedure notices displayed in rooms behind door.	N	N		
Fire exit sign on guest floors with emergency power.	N	N		
Public liability insurance	D	D		
Swimming Pool	D	N		This can be relaxed for hill destinations.
Indoor Games Activity Room.	N	N		
Outdoor Games like Tennis, Badminton	D	N		To be relaxed for Urban Time Share properties, Hill Resorts and others, where site conditions do not permit.