

**GOVERNMENT OF INDIA  
MINISTRY OF TOURISM**

**LOK SABHA  
UNSTARRED QUESTION NO.†115  
ANSWERED ON 14.09.2020**

**COMPLAINTS REGARDING REFUNDS OF TOUR PACKAGES**

**†115. SHRI HARISH DWIVEDI:**

**Will the Minister of TOURISM be pleased to state:**

- (a) the steps being taken by the Government to provide relief to the people associated with tourism industry in view of the losses suffered by them during this period of corona pandemic;**
- (b) whether agents and companies are refusing to refund the amount deposited for hotel bookings and tour packages etc. before the lockdown period; and**
- (c) if so, the efforts being made by the Government to address such problem?**

**ANSWER**

**MINISTER OF STATE FOR TOURISM (INDEPENDENT CHARGE)  
(SHRI PRAHLAD SINGH PATEL)**

**(a): The following steps have been taken to overcome the crisis caused by Covid-19 pandemic in the tourism sector:**

- (i) Detailed operational guidelines for Covid safety and hygiene for hotels, restaurants, B&Bs/Home stays and Tourism Service Providers have been formulated and issued on 08.06.2020 to facilitate smooth resumption of business.**
- (ii) Validity of approval or certifications of hotels and other accommodation units whose project approval/re-approval and classification/re-classification have expired/were likely to expire, has been extended upto 30<sup>th</sup> September, 2020.**
- (iii) The Ministry has developed an initiative called SAATHI (System for Assessment, Awareness & Training**

**for Hospitality Industry), for effective implementation of Guidelines/SOPs issued with reference to COVID 19 and beyond for safe operations of Hotels, Restaurants, B&Bs and other units.**

- (iv) Operational Recommendations for safe resumption of business with easing of lockdown restrictions have been issued for various segments of the travel and hospitality industry and circulated amongst all stakeholders.**
- (v) Recognition of Travel Agents, Tour Operators, Tourist Transport Operators by the Ministry of Tourism has been extended automatically by six months. Those who have submitted applications for recognition by the Ministry have been given provisional recognition for six months, pending completion of required procedures.**
- (vi) In addition to the above steps taken by Ministry of Tourism, other agencies/ Ministries of Government of India have declared stimulus packages like loan moratorium, waived off PF contribution, deferment of TCS up to October 2020, collateral free automatic loan under Atamnirbhar Bharat package etc. to revive the economy and industry including units of the hospitality industry.**

**(b) &(c): Ministry of Tourism approves and classifies hotels under a voluntary scheme. This Ministry does not have any regulatory authority to seek refunds of advance amount paid. However, industry stakeholders have been requested to consider such issues and requests sympathetically.**

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