

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

C-1 Hutments
Dara Shukoh Road
New Delhi – 110 011
Tel: 011-23012810

No. 8-TH-I (1)/2017-H&R

Dated: 19.04.2018

To,

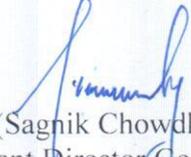
1. Secretary (Tourism), All State Governments/UT Administrations
2. Secretary General, Federation of Hotel & Restaurant Associations of India (FHRAI)
3. President, Hotel Association of India (HAI)
4. President, Indian Heritage Hotels Association (IHHA)
5. President, Travel Agents Association of India (TAAI)
6. President, Indian Association of Tour Operators (IATO)
7. Principal, IHMs
8. All Indiatourism Offices in India

Subject: Guidelines for Classification / Re- Classification of Legacy Vintage Hotels.

Madam / Sir,

1. Enclosed please find enclosed a copy of the Guidelines for Classification / Re- Classification of Hotels.
2. These guidelines are required to be adhered to by all the hotels seeking Classification/Re-classification under the Legacy Vintage Category by the Ministry of Tourism and will come into force with immediate effect.
3. You are requested to kindly circulate these revised guidelines to all concerned.
4. These guidelines are also available on the official website of the Ministry of Tourism www.tourism.gov.in

Yours faithfully,


(Sagnik Chowdhury)
Assistant Director General
& Member Secretary (HRACC)

(सग्निक चौधरी / SAGNIK CHOWDHURY)
सहायक महानिदेशक / Asstt. Director General
पर्यटन मंत्रालय / Ministry of Tourism
भारत सरकार / Government of India
नई दिल्ली / New Delhi

GUIDELINES FOR CLASSIFICATION / RECLASSIFICATION OF LEGACY VINTAGE HOTELS

Definition:

The definition of Legacy Vintage Hotel covers a hotel constructed / built with materials from heritage properties / buildings (i.e. properties or buildings which were built/ constructed / erected prior to the year 1950), provided that at least 50% of the material used to construct / build the hotel is sourced from heritage properties or buildings.

The certifying authority for the extent of usage and age of materials used for construction would be the appropriate Central / State / Local Government Authority.

Further, a hotel would be covered under the definition of Legacy Vintage Hotel only if the facade, architectural features and general construction have the distinctive qualities and ambience in keeping with the traditional way of life and heritage of the area and any extension, improvement, renovation, change in the structures should be in keeping with the traditional architectural styles and constructional techniques.

Legacy Vintage Hotels will be sub-classified in the following categories:

Legacy Vintage Basic:

This category will cover hotels built with materials sourced from heritage properties/ Buildings / Structures built prior to 1950. The hotel should have a minimum of 5 rooms (10 beds).

SPECIAL FEATURES:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. At least 50% of the rooms should be air-conditioned (except in hill stations where there should be heating arrangements).

CUISINE:

The hotel should offer traditional cuisine of the area.

Legacy Vintage Classic:

This category will cover hotels built with materials sourced from heritage properties/ Buildings / Structures built prior to 1935. The hotel should have a minimum of 15 room (30 beds).

SPECIAL FEATURES:

General features and ambience should conform to the overall concept of heritage and architectural distinctiveness. 100% of the rooms should be air-conditioned (except in hill

stations where there should be heating arrangements). The hotel should provide at least one of the under mentioned sporting facilities.

CUISINE:

The hotel should offer traditional cuisine but should have 4 to 5 items which have close approximation to continental cuisine.

Legacy Vintage Grand:

This category will cover hotels built with materials sourced from heritage properties/ Buildings / Structures built prior to 1935. The hotel should have a minimum of 15 room (30 beds).

SPECIAL FEATURES:

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. 100% 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.

CUISINE:

The hotel should offer traditional and continental cuisine.

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.

Room & Bath Size:

The Minimum Bedroom and Bathroom sizes for the respective sub-categories should be as follows:

S.No.	Name of Sub-Category	Room Size (sq.ft.)	Bathroom Size (sq.ft.)
1.	Legacy Vintage Basic	130	36
2.	Legacy Vintage Classic	140	36
3.	Legacy Vintage Grand	200	45

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 cannot be used).
- 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 Legacy Vintage Grand and Legacy Vintage Classic, Bar is “necessary” and “desirable” in the case of Legacy Vintage 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. A standby generator with capacity to electrify the entire hotel premises including the refrigeration should be present.

SERVICES:

- The hotel should offer good quality cuisine and the food and beverage service should be of high 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 should be of the highest possible standard.
- 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 depending upon the season.
- Places which have telephone lines must have at least one phone in the office. All guest rooms should have intercom facility.
- 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.

Applications for Classification / Reclassification of operational hotels under any of the above categories should be submitted online on the portal <https://www.hotelcloud.nic.in> along with the fee payable by digital mode only (further details are given at point No. 7 of Annexure - I).

1. Applications for Classification/Re-classification of Legacy Vintage – Grand, Classic and Basic categories with the requisite fee may be made on www.hotelcloud.nic.in. Queries in this regard may be addressed to Member Secretary (HRACC)/ Hotel and Restaurants Division, Ministry of Tourism, Government of India, C-1 Hutments, Dara Shukoh Road, New Delhi 110011, Tel: 011 – 23012810.

2. The detailed Guidelines for the Classification/Re-classification of Legacy Vintage Hotels are at **Annexure-I**.

3. The Ministry of Tourism reserves the right to modify the Guidelines / Terms and Conditions from time to time.

ANNEXURE I

GENERAL TERMS, CONDITIONS & APPLICATION FORMAT FOR CLASSIFICATION/RE-CLASSIFICATION OF OPERATIONAL LEGACY VINTAGE HOTELS

1. With the aim to provide contemporary standards of facilities and services, the Ministry of Tourism has introduced a voluntary scheme for Classification / Reclassification of Operational Hotels in the following categories:
 - i. Legacy Vintage- Basic
 - ii. Legacy Vintage- Classic
 - iii. Legacy Vintage- Grand

2. Operating hotels may opt for Classification at any stage. However, hotels seeking Re-classification should apply for the same and complete the process at least six months prior to the expiry of the current period of classification

3. If a hotel fails to apply for Re-classification and complete its documentation six months before the expiry of the classification period, the application will be treated as a fresh case of classification

4. Once a hotel applies for Classification / Re-classification, it should be ready at all times for inspection by the inspection committee of the HRACC. No request for deferment of inspection will be entertained

5. Classification will be valid for a period of 5 (Five) years from the date of approval of Chairman HRACC, or in the case of Re-classification, from the date of expiry of the last classification, provided that the application complete in all respect has been received six months prior to the expiry of the current period of classification, along with all valid documents. Incomplete applications will not be accepted.

6. The application for Classification/Reclassification should indicate whether the hotel proposes to let out some rooms or all rooms on 'Time Share basis'. Hotels which propose to let out part of or all its rooms on Time-share basis, will not be eligible for classification under this scheme.

All applications for Classification and Re-Classification must be complete in all respects viz. application form, application fee, prescribed clearances / NOCs / certificates etc. **Incomplete applications will not be accepted.**

7. The application fees for Classification / Re-classification is payable only by RTGS/NEFT/Debit/Credit Cards and are as follows.

Star Category	Classification/Reclassification fee (in Rs.)
Legacy Vintage- Basic	15,000
Legacy Vintage- Classic	15,000
Legacy Vintage- Grand	15,000

8. Upon receipt of application complete in all respects, the hotel will be inspected by the Hotel & Restaurant Approval and Classification Committee (HRACC). The Committee for all Legacy Vintage sub-categories will be constituted as follows:

- Chaired by Additional Director General (Tourism), Govt. of India/ Chairperson (HRACC) or a representative nominated by him/her
- Representative from FHRAI
- Representative from HAI
- Representative from IATO
- Representative from TAAI
- Representative from IHHA
- Principal Institute of Hotel Management OR his / her representative who shall be the member of teaching faculty of the Institute
- Regional Director, Indiatourism Office / local Indiatourism office
- Member Secretary HRACC

(The HRACC representatives / nominees of FHRAI, HAI, IATO and TAAI should have requisite expertise and experience of the hospitality and tourism industry (hands on experience))

The Chairperson and any 3 members will constitute a quorum

The recommendations duly signed by the inspection Committee will be uploaded on the hotelcloud portal along with all necessary licences/NoCs/permissions etc. and the recommendation of the inspection committee will be approved by the Chairperson (HRACC)/Joint Secretary(Tourism) /Addl. Director General (Tourism) expeditiously provided all the necessary documentation are complete in all respect.

A. Appellate Authority: In case of any dissatisfaction with the decision of the HRACC, the hotel may appeal to Secretary (Tourism), Government of India for review and reconsideration within 30 days of receiving the communication regarding Classification/Re-classification. No request will be entertained beyond this period.

9. Hotels will be classified following a two stage procedure:

- a) The presence of facilities and services will be evaluated.
- b) The quality of facilities and services will be evaluated by the HRACC inspection committee as per the prescribed checklist (**Annexure VI**)

10. The hotel is expected to maintain required standards at all times. The Classification Committee may inspect a hotel at any time without previous notice. The Committee may request that its members be accommodated overnight to inspect the level of services.

17. Any deficiencies / rectifications 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. The maximum time that may be given by the committee for rectification of deficiencies **shall not exceed 3 months**. In the event, the deficiencies are not complied within the said time frame, the application of the hotel will be rejected and the hotel may apply afresh under an appropriate category. Failure to comply within the stipulated will result in rejection of the application.

11. The Committee may assign a Legacy Vintage sub-category lower but not higher than that applied for.

12. The 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.

13. For any change in the category/ sub-category, the promoter must apply afresh along with requisite fee.

14. Any changes in the Building Plans or Management of the hotel should be informed to the HRACC, Ministry of Tourism, Govt. of India within 30 days, otherwise the classification will stand withdrawn / terminated.

In case of change of company name / hotel name, a copy of the fresh 'Certificate of Incorporation' or a copy of the 'Resolution of the Board of Directors' regarding the name change along with any other relevant documents should be submitted.

15. The Hotel should adhere to the tenets of the **Code of Conduct for Safe & Honourable Tourism** for which the following action would have to be taken:

- i. A signed copy of the commitment towards "**Safe & Honourable Tourism**" should be attached with the application. The format of the Undertaking - Code of Conduct for Safe & Honourable Tourism' is attached at Annexure II.
- ii. On the day a new staff member joins the Hotel, he / she would be required to take / sign the pledge. The pledge would be incorporated in the appointment letter / joining report of the staff.
- iii. Two focal points/Nodal Officers would be nominated (i.e., from HR, security side etc.) at the time of applying for approval by the Hotel in the case of hotels which have more than 25 personnel. In the case of Hotels with less than 25 personnel, one focal point would have to be nominated.
- iv. The training would be provided to the staff of the classified/approved hotels by Ministry of Tourism under its Capacity Building of Service Providers (CBSP)

scheme in connection with “**Safe & Honourable Tourism**”. The focal points of the hotel would be trained first within first six months of MOT approval. Subsequently, the trained focal points in turn would impart further in-house training to the staff which would be arranged within next six months.

- v. The Pledge of Commitment towards “**Safe & Honourable Tourism**” would have to be displayed prominently in the staff areas / back areas of the Hotels / Restaurants etc. and in the office premises of all the Head of the Departments (HODs).
- vi. The signatories of the Code of Conduct would be required to maintain a record of action taken by them in compliance of the provisions of this para, which shall be kept in their office & shown to the Committee(s) at the time of Classification/Re- classification.

16. It is mandatory for hotels / property applying for fresh Classification or Reclassification under the Legacy Vintage category to have facility/ infrastructure for accepting /making payments by digital transactions.

As per Government of India's initiative for Promotion of Digital Transaction, it is mandatory for all Hotels classified/re-classified by the Ministry of Tourism, to submit data pertaining to Occupancy Reports and Digital Transaction as per prescribed template available online at <https://www.hotelcloud.nic.in> positively by 20th of every month for the previous month.

17. Incomplete applications for Classification / Reclassification will not be entertained. Efforts will be made to ensure that all cases of classification are given final decision within three months from the date of receipt of the application, subject to all essential documents being found to be current, valid and satisfactory and uploaded timely by the inspected hotel.

ANNEXURE – II

**PLEDGE FOR COMMITMENT TOWARDS SAFE & HONOURABLE TOURISM
AND SUSTAINABLE TOURISM**

(For internal circulation and use of the hotel)

I / we solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I / we further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage protection standards, such that my/our present tourism resource requirements optimize both local community benefit and further sustainable uses.

Signature:

Name:

On behalf of

In the presence of

ANNEXURE-III

Format of 'Undertaking' in respect of the **“Pledge for Commitment towards Safe & Honourable Tourism”**

(To be on official company letterhead)

To

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

UNDERTAKING

It is to hereby confirm that I / we have read and understood the “Code of Conduct for Safe and Honourable Tourism” adopted on 1st October 2010 as per copy attached with application with respect to Project Approval / Classification / Re-classification of hotels under the Star / Heritage categories and hereby agree to abide by them.

That I / We have read solemnly pledge and reiterate our commitment to conduct our business in a manner that befits the culture and ethos of our rich and ancient civilization, and the tolerant and accommodating nature of our multicultural society and protects all individuals, especially women and children from all derogatory acts which are contrary to the spirit of our country. I / We hereby commit to abide by the Code of Conduct for Safe and Honourable Tourism.

Recognizing that every earth resource is finite and fragile, I / We further pledge to fully implement sustainable tourism practices, consistent with the best environment and heritage project standards, such that my / our present tourism resource requirements optimize both local community benefits and future sustainable uses.

Signature:.....

Name in 'Block letters'

Seal

Place _____

Date _____

ANNEXURE IV

On Stamp Paper of Rs. 100.00

I son/daughter of Shri..... a resident of.....
and Director / Partner / Owner / Chairman / Managing Director / CEO/ Authorised
representative of the Hotel.....on.....day of month
year.....do hereby affirm and declare as follow:

That the Hotel..... has obtained all necessary approvals from the concerned
authorities for construction and running the hotel.....like clearances/no
objection certificates from the Coastal Regulation Zone (CRZ), Environment & Forests,
Pollution Control, Police, Fire and Municipal/ Local Authorities and that the
hotel.....has been constructed and is being run as per the Acts, Rules,
Regulations and guidelines prescribed by the local Authorities (Panchayat or
Municipal) and / or State Government / Union Territory Administration and / or
Government of India.

If at any stage it is found that the hotel has not obtained any clearance from the local
Authorities (Panchayat or Municipal) and /or State Government / Union Territory
Administration and / or Government of India or it is found that such clearance (s) has /
have been obtained on the basis of misrepresentation of fact (s) or if it is found that any
fact mentioned in the application seeking the classification/re-classification
status/approval is incorrect then the classification/re-classification status/approval
granted by the Ministry of Tourism, Government of India shall stand withdrawn with
immediate effect and I..... Director / Owner / Partner/ Chairman/
Managing Director/ CEO / Authorised representative of the Hotel..... shall
be liable for facing criminal proceedings for misrepresentation of facts to the Ministry
of Tourism, Government of India.

(Deponent)

I, undersigned, Notary Public, do hereby affirm that Shri/Smt.....personally
appeared before me on the -----day of -----, and signed the above Affidavit.

Annexure V

LIST OF THE MANDATORY DOCUMENTS REQUIRED AT THE TIME OF APPLICATION SUCH AS CERTIFICATION OF EXTENT OF USAGE AND AGE OF MATERIALS USED FOR CONSTRUCTION ETC. (CHECKLIST)

Sl. No.	Licenses / NOCs	Validity Status at the time of inspection Yes / No	Remarks / period of Current validity
1	Trade license to operate as hotel		
2	Certificate of extent of usage and age of materials used for construction from appropriate central / state/ local government authority.		
3	NOC from Fire Department		
4	Clearance certificate from Municipal Health Officer / Sanitary Inspector (Health NOC)		
5	NOC from Police Department		
6	Consent to operate from the State Pollution Control Board		
7	Bar license wherever applicable		
8	NOC from Ministry of Environment & Forests (wherever applicable)		
9	NOC from Airport Authority of Indian for hotels located near the Airport		
10	CRZ clearance if applicable		
11	Land Use Permission		
12	Building plans duly sanctioned / approved by the competent		

	authority		
13	Documents indicating nature of business (Certificate of Registration/ Partnership Deed/ Memorandum of Articles of Association etc.)		
14.	Ownership deed/ Lease Deed		
15.	Affidavit as per format prescribed at Annexure - IV		
16.	Occupancy Certificate		
17	Sewage Treatment Plant (whether found operational)		

ANNEXURE VI

**CHECKLIST OF FACILITIES FOR CLASSIFICATION/RE-CLASSIFICATION OF
OPERATIONAL LEGACY VINTAGE HOTELS**

FACILITIES & SERVICES	Legacy Vintage (Basic)	Legacy Vintage (Classic)	Legacy Vintage (Grand)	Yes/No	COMMENTS
Full time operation 7 days a week in season	N	N	N		
Establishment to have all necessary trading licenses/ Permissions/ NOC's	N	N	N		
Establishment to have public liability insurance	D	D	D		
24 hr. lifts for buildings higher than ground plus two floors	N	N	N		Mandatory for all hotels. Local laws may require a relaxation of this condition. Easy access for the differently abled guests
Bedrooms, Bathroom, Public areas and kitchen fully serviced daily	N	N	N		
All floor surfaces clean and in good shape	N	N	N		Floor may be of any type
Minimum no. of lettable rooms, all rooms with outside windows / Ventilation.	10	15	15		
Minimum size of bedroom excluding bathroom in sq. ft	130	140	200		Rooms should not be less than the specified size. The area may include the vestibule and other covered areas within the room but exclude outdoor verandah.

Air-conditioning - % of Rooms	50%	100%	100%		Air-conditioning/ heating depends on climatic conditions & architecture. Room temp. should be between 20c % to 28c.
A clean change of bed and bath linen daily and between check-in	N	N	N		Definitely required between each check-in. On alternate days for 1 & 2 Star category hotels.
Guest linen	N	N	N		Good quality linen to be provided.
Minimum bed width for single 90 cm and double 180 cm	N	N	N		
Mattress thickness minimum 10 cm	N	N	N		Coir, foam or spring foam
Minimum bedding 2 sheets, pillow and case, blanket, mattress protector/bed cover	N	N	N		Blankets available in air conditioned rooms as per seasonal requirement in non A/C rooms. Mattress protector is 'desirable' in 1 Star and 2 Star category hotels and 'necessary' for the other categories.
Suite <i>(Room with larger area than an average room having a bedroom and separate sitting area which may include a sofa cum bed).</i>	D	N	N		Minimum 2 suites. A suite must be sold as one room.
Hairdryers	N	N	N		Where not provided in bathroom, must be available on request. This facility will be made available on complimentary basis.

Safe keeping/ in room safe	D	N	N		Legacy Vintage (Basic) hotels to have facilities for safe keeping in the reception. All Legacy Vintage (Classic) & Legacy Vintage (Grand) hotels shall provide a safe in the room.
Mini bar/Fridge	N	N	N		Contents must conform to local laws.
Drinking water with minimum one glass per guest	N	N	N		All Legacy Vintage hotels to provide 2 sealed bottles of branded bottled water of minimum 500 ml per person per day on complimentary basis. There should also be a vacuum jug/ flask with bacteria-free drinking water.
Shelves /drawer space	N	N	N		Necessary for all Legacy Vintage to have a wardrobe.
Wardrobe with minimum 4 clothes hangers per bedding	N	N	N		
Sufficient lighting (1 lamp per bed)	N	N	N		
A 5 amp earthed power socket	N	N	N		
A bedside table and drawer	N	N	N		1 per two twin bed and two for a double bed.
Cable TV if available	D	D	D		TV, if present, must have a remote. It is mandatory to provide a television with cable in the lobby or other common area.
A writing surface with sufficient lighting	N	N	N		
Chairs	N	N	N		Preferably one per bed
Waste paper basket	N	N	N		

Opaque curtains or screening at all windows	N	N	N		
A mirror at least half length (3")	N	N	N		
A stationary folder containing stationary	N	N	N		
A 'do not disturb' notice	N	N	N		
Night spread/bedcover	N	N	N		
Energy saving lighting	N	N	N		
Linen Room	D	D	D		Should be well ventilated
Number of rooms with attached bathrooms	All	All	All		All bathrooms to have a sanitary bin with lid.
Minimum size of bathroom in square feet	36	36	45		Bathrooms to have western style WC. There is no ceiling / cap on the maximum floor area of bathroom.
Bathroom in suite	36	36	45		Bathrooms to have western style WC.
1 bath towel and 1 hand towel to be provided per guest	N	N	N		
Bath mat	N	N	N		
Guest toiletries to be provided. Minimum 1 new soap per guest	N	N	N		
Bottled toiletry products to be provided	D	N	N		
Clothes - hooks in each bath / shower room	N	N	N		All Star category hotels shall provide two (2) clothes hooks in the bath/shower room
Sanitary bin	N	N	N		These must be covered.

Each western WC toilet to have a seat with lid and toilet paper	N	N	N		
All Star hotels shall provide water sprays or bidets or washlets or other modern water based post-toilet-paper hygiene facilities.	N	N	N		For the hotels which came into operation before 31.03.2016, these facilities will be mandatory from 01.04.2022.
Floors and walls to have non - porous surfaces	N	N	N		
Hot and cold running water available 24 hours	N	N	N		Necessary for all categories.
Shower cabin	N	N	N		A shower with shower curtain will suffice where shower cabin is not available.
Bath tubs		D	D		
Water saving taps and showers	N	N	N		
Energy saving lighting	N	N	N		
Lounge or seating area in the lobby	N	N	N		Lobby shall have furniture and fixtures which shall include chairs /arm chairs, sofa, tables and fresh floral display. Door man on duty for Legacy Vintage Classic and Grand categories. However, for all categories, the presence of staff on duty shall be obligatory around the clock 24x7.
Reception facility	N	N	N		Manned minimum 16 hours. Call service 24 hours. Local directions to hotel including city street maps to be available. Money-changing facility is mandatory.
Valet (parking) services to be available	D	N	N		
Availability of Room, F&B and other tariff	N	N	N		

Heating and cooling to be provided in public areas	--	N	N		<p>Temperatures to be between 20 degrees Celsius to 28 degrees Celsius.</p> <p>Air-conditioning in common areas like lobby, restaurants, verandahs, bar where they are open to nature on one or more sides, shall not be mandatory for beach, lake, backwater, river, hill, mountain, forest or nature Legacy Vintage Hotels.</p>
Publicrest rooms for ladies and gents, a wash basin with running hot and cold water, a mirror, a sanitary bin with lid in unisex & ladies' toilet.	N	N	N	N	
At least one room for the differently abled guest	N	N	N		<p><i>The room shall have low height furniture, low peep hole, cupboard with low clothe hangers, audible and visible (blinking light) alarm system and doorbell.</i></p> <p><i>The almirah/cupboard doors in the differently abled room should be sliding to enable opening the same by the differently abled person.</i></p> <p><i>Blinking light in the room and bathroom should also be connected with the doorbell for the hearing impaired.</i></p> <p><i>Cordless telephone in the room. Direct calling facility to the front desk or operator.</i></p>

Bathroom	N	N	N		<p><i>Door width for room of the differently abled persons and bathroom of such rooms should allow easy accessibility of wheel chair (made available by the hotel).</i></p> <p><i>For hotels that have come up after 01.04.2017, the minimum door width of such rooms and their bathroom shall be minimum 90 cm.</i></p> <p><i>The door width of the room and bath room for differently abled persons in existing hotels shall be 90 cm. with effect from 01.04.2023.</i></p> <p><i>Bathroom for the differently abled guest shall have suitable fixtures like low wash basin with wheel chair accessibility, low vanity counter, low seating on the WC, Wall mounted seat in shower area, hand shower, Grab bars next to the WC and shower area.</i></p>
Ramps with anti-slip floors at the entrance. Minimum door width should be one meter to allow wheel chair access	N	N	N		<p>Fixed and anti-slip ramp to be provided in all public areas.</p> <p>Free accessibility in all public areas, and to at least one restaurant.</p>

Public Restrooms	N	N	N		<p><i>All Legacy Vintage hotels should have a public rest room for differently abled guests (unisex) with minimum door width which allows easy accessibility of wheel chair (made available by the hotel). Low height urinal with grab bars.</i></p> <p><i>For hotels that have come up after 01.04.2017, the minimum door width of such public rest room (unisex) shall be minimum 90 cm.</i></p> <p><i>For existing hotels, the minimum door width of public rest room (unisex) shall be mandatory after 01.04.2023.</i></p>
Food and Beverage Outlets	N	N	N		<p>At least one Multi-cuisine Restaurant cum Coffee Shop offering, among others, traditional local cuisine, open from 07:00 a.m. to 11:00 p.m. and 24 hr. Room Service</p>
Crockery and glassware	N	N	N		<p>Plastic ware acceptable in pool area</p>
Cutlery to be at least stainless steel	N	N	N		<p>All category hotels should use good quality metal cutlery. Aluminium cutlery is prohibited.</p>

	D	N	N		<p>Bar will not be mandatory wherever bar licence is prohibited as per local law.</p> <p>Wherever bar is allowed as per local law, the hotel will have to first obtain bar licence before applying to the Ministry of Tourism for Classification of the hotel.</p> <p>Liquor shops will not be considered while granting classification.</p>
Refrigerator with deep freezer	N	N	N		Capacity based on size of F&B service.
Segregated storage of meat, fish and vegetables	N	N	N		Meat, fish and vegetables to be kept in separate freezers.
Tiled walls, non-slip floors	N	N	N		
Colour coded synthetic chopping boards	N	N	N		Wooden chopping boards
Head covering for production staff	N	N	N		
Daily germicidal cleaning of floors	N	N	N		
Good quality cooking vessels/utensils	N	N	N		Use of aluminium vessels is prohibited except for bakery.
All food grade equipment containers	N	N	N		
Drinking water	N	N	N		Water treated with UV + filtration
Ventilation system	N	N	N		
Garbage to be segregated - wet and dry	N	N	N		To encourage recycling
Wet garbage area to be air- conditioned	N	N	N		

Receiving areas and Stores distinct from garbage area	N	N	N		Should have sink with table surface, weighing machine quality control and pre wash area.
Six monthly medical check-up for production staff	N	N	N		Records to be submitted along with pathological records to HRACC during inspection of the hotel.
First aid training for all kitchen staff	N	N	N		
Pest control	N	N	N		Record to be shown to the HRACC during inspection of the hotel.
Staff uniforms for front of the house	N	N	N		Uniforms to be clean and in good condition.
English speaking front office staff	N	N	N		This may be relaxed outside the metros/sub-metros for Legacy Vintage (Basic) hotels.
Percentage of skilled staff	30%	30%	60%		The supervisory or the skilled staff may have training or skill certification as follows: Degree/Diploma from Central or State IHMs/FCIs or from NCHMCT affiliated IHMs or from other reputed Hospitality Schools. Skill training certificate issued under the guidelines and scheme of the Ministry of Tourism.
Staff Rest Rooms	N	N	N		Separate for male and female employees, with bunk beds. Rooms should be well lighted and ventilated
Staff Locker Room	N	N	N		
Toilet facilities	N	N	N		Full length mirror, hand dryer with liquid soap dispenser

Separate Dining area & Facility	N	N	N		
Display of Pledge	N	N	N		Pledge to be displayed prominently in the staff/back areas/office premises of all the Heads of Departments (HODs)
Training for 'Code of Conduct for Safe & Honourable Tourism'	N	N	N		At time of joining (orientation programme and subsequent in-house training)
Maintenance of Action Taken Report with regards to compliance of the provisions of the Code	N	N	N		Signatories of the 'Code of Conduct' to maintain record of action taken in compliance of the provisions of the Code.
Focal points/Nodal Officers	N	N	N		Two nodal officers to be nominated (from HRD and Security side etc.) for hotel with more than 25 personnel and one focal point for Hotel with less than 25 personnel.
Provision for wheelchair for the differently abled guest	N	N	N		Wheel chair to be made available on complimentary basis in hotels of all categories.
Valet (parking) services to be available	N	N	N		
Dry cleaning / laundry	D	N	N		
Tea/coffee making facility in the room	N	N	N		To be provided on complimentary basis.

Iron and Iron Board facility	D	N	N		Iron and iron board (properly secured) to be made available on request in Legacy Vintage (Basic) hotels on complimentary basis. For Legacy Vintage Classic and Grand categories- to be available in the room on complimentary basis.
Paid transportation on call	N	N	N		Guest should be able to travel from hotel.
Shoe cleaning, shoe horn & slippers	D	N	N		Free facility to be provided for in house guests.
Ice (from drinking water) on demand	N	N	N		Complimentary on request
Acceptance of common credit cards and facility / infrastructure for accepting/ making payments by digital transactions	N	N	N		
Assistance with luggage on request	N	N	N		
A public telephone on premises. Unit charges made known	N	N	N		There should be at least one telephone no higher than 24” from floor level in 5 and 5 Star Deluxe (to also cater to differently abled guests)
Wake - up call service on request	N	N	N		
Messages for guests to be recorded and delivered	N	N	N		A prominently displayed message board will suffice for 1 & 2 Star categories.
Name Address and telephone numbers of doctors with front desk	N	N	N		Doctor on call in 3, 4, 5 & 5 Star Deluxe
Stamps and mailing facilities	D	D	D		

Newspapers available	N	N	N		To be provided in all occupied guestrooms.
Access to travel desk facilities	N	N	N		
Left luggage facilities	D	D	N		This must be in a well secured room / 24-hour manned area.
Provision for emergency supplies/ toiletries /first aid kit	N	N	N		
Health - Fitness facilities	D	D	N		Indian system of treatments should preferably be offered
Beauty Salon and Barber's Shop	D	D	D		
Florist	D	D	D		
Utility shop / kiosk	D	D	D		
Metal detectors (door frame or hand held)	N	N	N		
CCTV at strategic locations	N	N	N		
X-Ray Machine	D	D	N		For Legacy Vintage (Grand) category, it would be 'Necessary' to have an X-Ray Machine at the guest entrance for screening of baggage. Manual checks may be conducted for staff and suppliers at designated entry points.
Under belly scanners to screen vehicles.	D	N	N		
Verification	N	N	N		All hotels should conduct a antecedent verification of their staff and suppliers by the Police/ private security agencies.

Staff trained in fire fighting Drill.	N	N	N		All hotels to conduct periodic fire drills and maintain 'Manuals' for Disaster Management, First Aid and Fire Safety. Quarterly drills as per Law.
Security arrangements for all hotel entrances	N	N	N		
Each bedroom door to be fitted with lock and key, viewport/ peephole & internal securing device.	N	N	N		A safety chain/ wishbone latch is acceptable in place of viewport/ peephole.
Smoke Detectors.	N	N	N		These may be battery operated.
Fire and emergency alarms should have visual & audible signals.	N	N	N		
First aid kit with over the counter medicines at the front desk	N	N	N		
Fire Exit signson guest floors with emergency/ backup power.	N	N	N		
Telephone facility within arm's reach of the toilet seat	N	N	N		

Provide at least two multi-purpose sockets.	N	N	N		<p>All Legacy Vintage hotels shall provide at least two multi-purpose sockets capable of handling US, European Community and Japanese plugs at or just above the table level. It should be possible for guests to charge a laptop and cell phone simultaneously.</p> <p>For hotels which have come into operation prior to 31.03.2016, this guideline will be applicable from 1.4.2022.</p>
A telephone for incoming & outgoing calls in the room.	N	N	N		The calls may go through a telephone exchange for Legacy Vintage (LV) Basic and Classic categories. Direct dialling facility is mandatory for LV (Grand) category.
PC available for guest use with internet access	N	N	N		May be a paid service. Internet subject to local access being available
Fax, photocopy and printing Services.	N	N	N		
In room Internet /Wi-Fi connection	D	N	N		Subject to local internet access being available. Wi- Fi wherever possible.

Swimming Pool/ Health Club/ Lawn Tennis/ Squash/ Horse-riding/ Golf Course	D	N	N		<p>At least one of the sporting facilities is mandatory for LV Classic hotels and at least two of the sporting facilities are mandatory for LV Grand hotels. Mandatory to have trained Life Guard/ Swimming pool attendant (for pools upto depth of 4 feet). Board containing Do's and Don'ts, No Diving sign, pool depth etc. should be displayed at a strategic location in the pool area.</p> <p>All hotels shall provide a luminous LED wall clock with numerals of three inches or more on display near their swimming pools.</p> <p>It will be desirable for LV (Grand) hotels to have heated swimming pool.</p>
Parking facilities	N	N	N		Should be adequate in relation to the number of rooms + banquet / convention hall capacities. Exclusively earmarked accessible parking nearest to the entrance for differently abled guests.
Conference Facilities	D	D	D		
Sewage Treatment Plant	N	N	N		A Sewage Treatment Plant will not be a mandatory condition for hotels which have obtained completion certificate for construction before 1.4.2012.
Rain water harvesting	N	N	N		
Waste management	N	N	N		

Pollution control methods for air, water and light	N	N	N		
Non CFC equipment for refrigeration and air conditioning and other Eco-friendly measures/initiatives	N	N	N		
Standby Generator	N	N	N		Generator should have the capacity to electrify the entire hotel premises including refrigeration.
