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Application procedures and forms for the registration of tented accommodation

1. The applicant must submit an application addressed to Director General, TCB along with the following supporting documents:
 - i. Occupancy Certificate
 - ii. Staff list
 - iii. Self-assessed Tourist Accommodation Classification form (Annexed herewith)
 - iv. Pictorial evidence of:
 - a. Snapshot photo of the whole property
 - b. Photos capturing both exterior and interior of a tent
 - c. Public area
 - d. Kitchen
 - e. Dining area
 - f. Guest rooms
 - g. Toilets and bathrooms
 - h. Back areas (laundry, staff areas)
 - v. Any other documents as may be required by TCB
2. TCB will review the application and supporting documents and if the documents are complete, TCB will intimate the assessment date and depute hotel assessors for assessment.
3. TCB will review the assessment report and share with the applicant.
4. The applicant will inform TCB in writing if there are queries or clarifications within 14 days of the receipt of the report. If no response is received within the stipulated timeline, the report will be considered endorsed.
5. TCB will issue a registration certificate only to the properties meeting the standards for a 5 star tented accommodation as outlined in the Guideline for Tented Accommodations in Bhutan, January 2020. However, in case of tented accommodations established prior to this Guideline, which do not fulfill the 5 star



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rating but receive the provisional score, a provisional certificate with a grace period of 3 years shall be given to upgrade the property to 5 star standards.

6. The applicant is required to pay for the registration certificate.

Contact persons:

1. Mr. Karma Tenzin, Sr. Tourism Officer, karmatenzin@tourism.gov.bt
2. Ms. Deki, Dy.Chief Tourism Officer, deki@tourism.gov.bt
3. Ms. Kelzang Deki, Tourism Operations Asst, kdekiqad@tourism.gov.bt

CHECKLIST FOR 5 STAR TENTED ACCOMMODATION

Area	Sl no		Score points	B/B*
Entry Requirement (all entry requirements are mandatory and must be met)	1	Tented accommodation must produce the following documents as an evidence to show the accommodation has complied to all the applicable rules and regulations: i. Occupancy certificate ii. Business license (for tourism purpose)		B*
	2	The accommodation must be equipped with health and hazard safety system, equipment/items and trained personnel to operate the equipment. Professional security in place 24 hours at main entry point.		B*
	3	The accommodation must be 24 hours accessible and services to be made available 24 hours for the guests.		B*
	4	Accommodation should be clean and hygienically maintained in harmony with the natural and built up environment and in conformity with planning, environmental and layout, and class meeting the image of the 5 star rating. Consistently exceeds excellence across all areas of operation. No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury		B*
	5	Bathroom facilities must be en-suite.		B*
	6	Convenient, secure and well lit car parking facilities must be made available in a secure environment. Entrance route surface should be firm, even and slip-resistant, pathways are hard, in keeping with the natural environment they are situated. Pathways are well maintained. A demarcated route from entrances and parking areas to all facilities must be provided unless a pick-up service is available.		B*
	7	Backup generator or emergency power is available, capable of providing full power		B*
	8	Minimum facilities for staff consisting of changing rooms, locker, toilet with shower facilities (gender segregated) and cafeteria to be provided.		B*

Area	SL.No	Standard	Points	B/B*
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GENERAL AREA				
Signage	1	Appropriate signage to guide to main entrance, guest rooms and classification signs clearly visible–visibility of classification sign to guests		B
Walkways	2	Permanent /automatic lighting and dimensions should allow easy passage to all guest areas.		B
Public Restrooms	3	At least one public WC/restroom with gender separation with hot and cold running water, wash-basin, one urinal in male toilet, mirror, soap, provisions to dry hands and litter bin.		B
Ventilation	4	Natural or mechanical ventilation in public areas, guest rooms and sanitary rooms with appropriate ventilation capacities.		B
Staff Facilities	5	Staff uniforms must be provided and must be properly groomed and presentable at all times		B
	6	Staff must have a separate entrance away from guests entrance to the accommodation.		B
Staff Numbers	7	Relation to rooms 1:4 as general thumb rule.		B
Kitchen	8	Should have a deep fridge, dry and cold storage facilities for segregated storage of fish meat and vegetables, cold and hot kitchen, pantry.		B
	9	Kitchen Size should not be less than ½ m ² per bed offered		B
	10	All production staff must be in proper working attire		B
	11	Ventilation must be adequate		B
	12	Drinking water treatment equipment must be available		B
	13	Equipment and machinery of the kitchen in good technical condition and maintenance.		B
	14	Quality of crockery, glassware and cutlery complying with the star level.		B
	15	Pastry/bakery must be available		B
	16	Hand washing basins easily accessible		B
	17	Extraction/pest control/waste collection and storage/drainage/sewage/water supply and storage facilities should be in good maintenance		B
18	There should always be at least one trained cook (chef) on duty with sufficient skills in HACCP or BAFRA certified.		B	
Guest Rooms	19	All rooms have their own entrance with clear indication outside – number or letter and daylight.		B
	20	Minimum size of single rooms - 16m²		B
	21	Minimum size of double rooms - 20 m²		B
	22	Minimum size for bathrooms - 5 m²		B
	23	Number/size of suites – 30m²	2 pts per suite	
	24	Platform minimum to be raised by 50 cm		B
	25	Floorings and walls should be of appropriate materials,durable,non-slippery and easy to care		B
	26	Windows and door locking devices should be technically secured		B
	27	30 % of the rooms are indicated non-smoking	4	
	28	Luggage Rack in the guest rooms – fixed or foldable.If foldable,storage place for rack required.		B
	29	Information folders/A-Z manual in guest rooms		B
	30	“Do not disturb signs” in appropriate condition		B
	31	Furniture and décor should be of adequate and good quality, functional and well maintained		B



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	32	Mini bar must be sufficiently stocked and at least two drinking glasses provided		B
	33	Every guest room must have at least one window to the outside and which is also fitted with blinds and or curtains		B
	34	Adequate housekeeping must be provided		B
Public area	35	Public areas all non-smoking areas		B
	36	Lounge for guests		B
	37	Minimum of three-piece seating arrangement at the reception		B
	38	Spacious reception hall with several seats and service available 24 hrs		B
	39	Bar opened on at least 6 days per week		B
	40	Bar should be well equipped including premium liquor, fresh fruits and juices and provide the necessary cooling and ventilation equipment as well as a decent atmosphere and setting		B
Parking Facilities	41	Facilities for differently abled people (eg:wheel chair friendly)	4	
	42	Valet service must be available		B
	43	Designated adequate parking space		B
Management /Staff	44	At least one trained manager should be on duty		B
	45	70 % of staff have undergone related training (in- house certificates accepted)		B
II. Fittings/ Furniture / Equipment				
Bathroom	46	100 % of the rooms with shower/curtain/bathtub and WC in the guest room		B
	47	Adjustable shower (for water and energy saving)	2	
	48	Wash basin in every room		B
	49	Rug/bath mat in front of the wash basin	3	
	50	A sanitary bin with lid		B
	51	Illumination at the wash basin must be sufficient		B
	52	Socket close to the mirror		B
	53	Cosmetic mirror		B
	54	Towel hooks		B
	55	Shelve or drawer space		B
	56	Shaver socket with voltage indication		B
	57	WC must be sanitized daily and equipped with seat and lid, toilet paper plus extra toilet paper.		B
Sanitary comfort	58	Tumbler for dental care		B
	59	Soap or washing lotion(min-one new soap/guest)		B
	60	Bathing foam or shower lotion		B
	61	Shampoo		B
	62	Bottled cosmetic fluids (skin lotion etc)		B
	63	Cosmetic articles (e.g. shower cap, nail-file etc)		B
	64	Face clothes		B
	65	At least 2 towels per guest		B
	66	One bath towel per guest		B
	67	one bathrobe per guest		B
	68	one Slippers per guest		B
	69	Hair dryer in the room		B
	70	Rubbish bin		B
Sleeping comfort	71	Single beds with min. 90 cm x 200 cm and double beds with min. 180 cm x 200 cm		B



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	72	Mattress should not be less than 14 cm thick, comfortable and in good hygienic condition		B
	73	Hygienic covers (boilable, breathing-active, virus-safe)	6	
	74	Minimum bedding 2 sheets, pillow and case, blanket, mattress protector/bed cover.		B
	75	Rug at the bed		B
	76	Wake-up call clock/device/service		B
	77	2 pillows per guest		B
	78	Various choice of pillows	6	
	79	Black-out curtain		B
	80	Additional blanket available in room		B
	81	Additional beds upon request		B
Room equipment /contents	82	Adequate wardrobe/cupboard or clothes niche with depth not less than 50cm		B
	83	Laundry shelves.		B
	84	At least 2 appropriate standardized coat hangers with appropriate quality per bed.		B
	85	Wardrobe hooks		B
	86	One table and 2 chairs per room		B
	87	Walls, floors and ceilings must have appropriate quality and be well maintained		B
	88	Writing desk or a secretary	6	
	89	One 5 ampere earthed socket in the room		B
	90	Additional socket close to the table		B
	91	Room illumination sufficient for reading-(but not too bright and disturbing)		B
	92	Lamp or light for reading next to the bed		B
	93	Central switch for room illumination		B
Room equipment	94	Bedside tables and drawers		B
	95	Socket close to the bed		B
	96	Dressing mirror		B
	97	Place to keep luggage		B
	98	Fireproof (or not easily inflammable) wastepaper basket		B
	99	All rooms have appropriate heating and /or air conditioning systems		B
Deposit	100	Deposit possibility (e.g. at the reception)		B
	101	Central safe deposit (e.g. at the reception)	2	
	102	Deposit possibility in the room (lockable cupboard or drawer)	2	
Noise control/ climatisation	103	Climatisation of public guest areas (e.g. restaurant, lobby)	4	
Video and audio systems	104	Colour-TV, remote control for TV and programme instructions in the room	4	
Telecommunication	105	Tele-fax at the reception		B
	106	Publicly available telephone for guests		B
	107	Telephone in the room including multilingual instructions and direct lines	3	
	108	Internet access in the room	2	
Supplements	109	A stationary folder containing utensils for correspondence		B
	110	Iron and ironing board on request or trousers-press	4	
	111	Laundry bag		B
	112	Sewing kit in every room or sewing service available		B
	113	Shoe polishing facilities on request	2	
III. Service Facilities				



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V. Additional In- House Facilities and Services				
Additional facilities	159	Conference room(s) of at least 36 m ² to 100 m ²	3	
	160	At least 2 working group rooms	2	
	161	Day light LCD projector with changeable lamp in every conference room (min 2500 lm)	4	
	162	Darkening facilities	3	
	163	At least eight sockets in the conference room, extension flex and distributor	2	
VI. Environment Friendly Practices				
Reception and Lobby	164	Provide pamphlets, posters, and pictures to highlight the values of the local area or call visitors' attention to environment protection	2	
	165	Provide information to guest about the hotel's effort to be environment-friendly	2	
Guest Room	166	Adopted power saving bulbs	4	
	167	Made good use of day light and switch off the lights during day time		B
	168	Adjust temperature settings to ensure comfort level and minimum energy use (for Air conditioner and water heater)		B
	169	Keeps the doors and windows of air conditioned/Heated areas closed		B
	170	Use shades and blinds to keep the direct sunlight out		B
	171	Ensure that air conditioning or heater is switched off or not used more than necessary in unoccupied areas		B
	172	Uses stickers or posters to invite guests to save water/energy	3	
	173	Encourage guests to reuse bed linen and towel	3	
	174	Ensure that old mattresses, pillows, towels, left over soaps, etc. are reused for other purposes	3	
	175	Use self-refilling liquid soap and shampoo containers or get them refilled by a distributor	4	
	176	Reuse packages of soap or minimize soap packaging	3	
Public and Guest Bathroom	177	Avoid the use of toxic chemicals and use biodegradable chemicals where possible	3	
	178	Install sensor-based taps and urinals in public area	4	
	179	Introduce soap dispensers in public areas	3	
	180	Use stickers or posters to invite guest to save water	4	
	181	Install water saving devices such as low-flow fixtures in faucets and showers, or low-flush toilets, hand drying machines.	6	
	182	Use liquid chemicals instead of aerosols for cleaning	3	
Laundry	183	Ensure that toilets are well ventilated		B
	184	Use water efficient appliances	4	
	185	Use energy efficient appliances	4	
	186	Favor drying of wet clothes in the open or under the sun (when possible)	3	
	187	Avoid laundry operation during the peak period	1	
Kitchen	188	Keep kitchen devices/appliances clean from deposit and scale to maximize the heat transfer	4	
	189	Refrigerating system is tested frequently and records properly maintained especially when loss of capacity is obvious (temperature loss)?freezers operate around 0 °F (-18 °C)	1	
	190	Check all burners for uneven or yellow flame to adjust them.	2	
	191	Turn off the kitchen exhaust hood when possible	2	
	192	Provide waste bins in the kitchen with appropriate lids/covers	3	
	193	Use separate bins for at least 2 types of waste	4	



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	194	(Bio degradable and non bio degradable)		
	195	Install taps with aerators and hand drying machines to lower water consumption	4	
	196	Recycling or disposal plan for waste oil	3	
	197	Use water efficient appliances	3	
Purchasing Policy	198	Purchase goods* in bulk quantity instead of in small packages	3	
	199	Purchase of environment-friendly products (Eg; Organic foods)	3	
Natural resources	200	Water quality checked/treated	1	
	201	Water being reused and recycled	1	
	202	Devices put in place to save water	1	
	203	Alternative energy sources are used for electricity	1	
	204	Devices are put in place to save energy	1	
Waste	205	Waste treatment in general - On site	1	
Support to non-hotel eco-activities	206	The hotel is supporting schools, charities, clinics or other organizations financially or otherwise in relation to social and environmental issues (CRS)	1	
	207	There are signs in place to explain guests about the natural environment	1	
Policy and management	208	The hotel has a specific policy on environmental issues including a mission statement	1	
Environmental information	209	Safety/health standards are used	1	
	210	Eco training opportunities offered to staff members	1	
	211	Are there questionnaires for guests including environmental and/or social issues?	1	
VII. Website - Online Pre-Check				
Online Pre-check	212	Clear website address	1	
	213	All links working	1	
	214	Website with up to date information and realistic pictures together with directions, maps and location of the hotel	1	
	215	Website with direct booking option and integrated guest reviews	1	
	216	Contact details (e-mail, telephone, etc.)	1	
	217	Easy search functions	1	
	218	General Terms and Conditions or cancellation conditions available	1	
VIII. Quality and/or Eco Certifications and (soft) quality/service Criteria				
Nationally and/or Internationally Recognized Quality Certifications	219	Total Quality management or Eco Label system like ISO 14001, Green GlobeEarth Check, EMAS(Eco-Management and Audit Scheme), EU Eco label, Green Key, or other recognized quality certification	1	
	220	Systematic complaint management system	1	
	221	Systematic analysis of guest reviews - Active and systematic gathering and evaluation of guest opinions about the quality of the hotels services, analysis of weaknesses, and the realization of improvement.	1	
	222	Quality controls by mystery guesting	1	
	223	All services must be provided by competent and identifiable staff with name tag	1	
	224	Personalized greeting for each guest with a present in the room (fruit basket, flowers, etc)	1	
	225	Accompanying the guest to the room at the arrival	1	
Signage/Outside	226	Outdoor Lighting	1	
	227	Easy orientation	1	
	228	Luggage service at the entrance	1	
	229	Plants well arranged	1	



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	230	Charging station for electrical vehicles	1	
	231	(e.g. cars, bicycles)		
Room	232	Sufficient lighting	1	
	233	Pleasant temperature/climate	1	
	234	Indication of the heating or air-conditioning	1	
	235	Written information on water saving, towels	1	
Furniture	236	Switches and sockets easy to reach	1	
	237	Defect-free walls/furniture/lighting	1	
Equipment and services	238	Proper functioning of all electrical equipment (e.g. lights, hair dryer)	1	
Service/ Restaurant	239	Daily change of bed linen, towels and bath mats or a reference to the possibility	1	
	240	Appropriate beverage/wine selection	1	
	241	Appropriate food selection	1	
	242	Matching table decoration (e.g. lit candles)	1	
	243	Cleanliness and quality of the place setting (glasses, plates, cutlery, serviettes)	1	
	244	Appearance of the staff (e.g. uniform and name tag)	1	
	245	Corresponding ambience/decorations (e.g. background music)	1	
	246	Pleasant temperature/climate (odours etc)	1	
Hotel bar - First impression	247	Suitable lighting	1	
	248	Appropriate furniture/room layout	1	
	249	Room temperature/climate (odours etc.)	1	
	250	Furniture of an appropriate quality and clean	1	
Public area – First impression	251	Matching decorations (e.g. fresh flowers, display cabinets)	1	
	252	Generous seating area for guests	1	
Leisure activities	253	Lobby Reception Corridors Sanitary areas provide good impression – secure, lighting	1	
	254	Diverse selection for active recreation (e.g. hiking, cycling) and passive recreation (e.g. massage)	1	
	255	Equipment in faultless condition	1	
	256	Appropriate ambience (e.g. background music)	1	
	257	Pleasant room atmosphere/temperature/climat	1	
	258	Suitable lighting	1	
Other available services	259	Pleasant room layout/furniture	1	
	260	Secure luggage storage (e.g. for arriving and departing guests)	1	
	261	Babysitter available on request	1	
	262	Ticket sales and service	1	
	263	Shuttle bus or limousine service	1	

Area	SL.No	Standard	Points	
IX. Minimum Score Points and Bs				
		Number of Score Points	280/333	
		Number of Bs (Basic standards).	132/135	
		Provisional score	160/333	
		Provisional Bs	117/135	
X. Calculation Rules				



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		Public technical services are only obligatory when available in the location.		
		Financial services are also only obligatory when available (credit cards, electronic payment etc.).		
Results	-	Number of Score Points:		
		Number of Bs :		