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TOURISM COUNCIL OF BHUTAN



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Procedures for the registration of tourist standard hotels

1. The applicant will submit the application form (Annexure I) to TCB along with supporting documents consisting of:
 - i. Occupancy Certificate
 - ii. Staff list (Annexure II)
 - iii. Self-assessed Tourist Accommodation Classification form (Annexure III)
 - iv. Pictorial evidence of:
 - a. Exterior part of the building
 - b. Kitchen
 - c. Dining area
 - d. Rooms
 - e. Toilets
 - f. Pantry
 - g. Back areas (laundry, staff areas)
2. TCB will review the application form and supporting documents.
3. If the documents are complete, TCB will confirm the date of assessment and depute the hotel assessors for assessment.
4. TCB will review the assessment report and share with the applicant.
5. 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.
6. If the registration is approved, TCB will issue a registration certificate with a validity period of 3 years.
7. The applicant is required to pay for the certificate.

Contact person:

Mr. Karma Tenzin

Sr. Tourism Officer

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Tourist Accommodation Classification Standards 2016 – 2020



~~APPLICATION FOR THE CLASSIFICATION OF ACCOMMODATION ESTABLISHMENTS (Annexure I)~~

1. Data about accommodation

- 1) Name and type of accommodation _____
- 2) Licence number/date _____
- 3) Accommodation owner/manager _____
- 4) Address _____
- 5) Telephone _____
- 6) Fax _____
- 7) E-mail _____
- 8) Internet homepage _____
- 9) Room count _____
 Incl. single rooms _____
 double rooms _____
 suites _____
- 10) Number of beds _____
- 11) Staff Number _____

2. I hereby:

- confirm the accuracy of the provided data;
- agree to submit upon request of the Classification Committee additional information for classification approval/modification purposes;
- apply for the assignment of _____ star level and verify the conformity of the accommodation establishment to the guideline;
- agree with the terms and conditions laid down in the statutes of the TCB- classification committee and the classification procedure.

3. Application was completed by:



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Explanation on filling up the Assessment form given in Annexure III

The hotelier must submit a self-assessed tourist standard accommodation classification form. The form can be used for assessment of 3,4 & 5 star hotel. However, for higher star categories the parameters are more in terms of numbers as well as in terms of quality of the services, facilities and ambience. The following is the general guide to filling up the assessment form:

1. The hotelier must choose the star category- 3, 4 or 5 star.
2. The hotelier must rate his property as per the parameters in the given star category; there are two different types of rating to be given
 - i. Score points- The first column of the assessment form where certain points are mentioned. The hotelier must tick/circle all the points that his/her property meet. A total specified for the chose star category given in page 59 of this document must be met. Kindly, reflect the score point achieved in Page 59 (last page).
 - ii. Basic Standards- Basic standards are of two types- B or B*.
 - B* is mandatory parameter which the hotel must fulfil and if not met, the hotel cannot be granted the star rating.
 - B is the basic standard which can be considered (3 or 4 points can be considered based on the star category)

3. Scoring

The minimum score points and Basic Standards (B + B*) for the different star rating are as follows:

Star category	Score points	Basic standards (B+B*)	Remarks
3 star	160 – 199	117 out of 120	
4 star	200 – 279	145 out of 149	
5 star	280 +	162 out of 166	



Staff lists (Annexure II)

Nr.	Area	Divisions	Name	Gender
1	Lodging	Reception		
		Reservation		
		Front-Office		
		Housekeeping		
2	Food & Beverage	Service		
		Kitchen		
		Purchase (Stewarding)		
		Banquett,Events		
3	Recreation,Other	Wellness		
		Sports,Animation		
		Event-Management		
4	Administration	Back-Office		
		Accounting,Controlling		
5	Sales & Marketing	Sales Departement		
		Guest relations		
6	Pomec (Property Operation & Maintance)	Technical Services		
		Gardener / Greenkeeper		
		Other staff		
		Staff total:		



Tourist Accommodation Classification form (*Annexure III*)

This document shows all standards, which are used to classify an accommodation in each of the five star categories of the Bhutanese Classification System. The letter “B” in a column is indicating a must standard for the relevant star category. B* cannot be deducted.

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Area	Standard	Points	***	****	*****
I.General/ Exterior/ Location/ Building/ Rooms_*	1 Accommodation should be in clean and good condition (entry requirement for 3-5*),in harmony with the natural and built up environment and in conformity with planning, environmental and construction laws-with layout and class meeting the image of the respective *rating –required certifications, documents, checked	-	B* -elevated	B* -high	B* -excellent
	2 Appropriate design, architectural features and hospitality meets guest expectations in 3-5*	-	B* -elevated	B* -high	B* -excellent
<u>General Impression</u>					
<u>Capacity</u>	3 The accommodation should have at least 8 rooms in a separate building or a clearly defined part of another building functionally independent	-	B*	B*	B*
<u>Access</u>	4 Access to accommodation 24 hours/day.	-	B	B	B
<u>Signage</u>	5 Appropriate signage to guide to main entrance, guest rooms and classification signs clearly visible–visibility of classification sign to guests	-	B	B	B
<u>Safety and Security</u>	6 Appropriate fire protection/first aid/emergency power/stair case lightning/electrical safety and health protection – check of legally required certifications	-	B*	B*	B*
<u>Cleanliness / Hygiene</u>	7 Cleanliness and a hygienically good maintenance are entry requirements and basic conditions in each category – all rooms are clean – BAFRA clearance checked	-	B*	B*	B*
<u>Maintenance condition</u>	8 All guest facilities and equipments are functional, operational and have a sufficient degree of maintenance	-	B	B	B

*Architectural Design Standards annexed and to be respected for all new accommodation constructions starting 2016



Area	Standard	Points	***	****	*****	
<u>Staircases and Hallways</u>	9	Permanent /automatic lighting and dimensions should allow easy passage to all guest areas.	-	B*	B*	B*
<u>Assistance</u>	10	Guests must be able to reach an employee 24 hours a day.	-	B*	B*	B*
<u>Public Restrooms</u>	11	At least one public WC/restroom with gender separation per 20 rooms and with hot and cold running water, wash-basin, one urinal in male toilet, mirror, soap, provisions to dry hands and litterbin.	6	B	B*	B*
<u>Ventilation</u>	12	Natural or mechanical ventilation in public areas, guest rooms and sanitary rooms with appropriate ventilation capacities.		B*	B*	B*
<u>Staff Facilities</u>	13	Staff changing rooms must be sufficient in size related to number of staff and with WC/shower, locker, toilet and cafeteria and gender separation observed. Staff must have separate entrance away from guests entrance to the main building.	6	B*	B*	B*
	14	Staff uniforms provided.	6	B	B	B
<u>Staff Numbers</u>	15	Relation to rooms 1:2 as general thump rule. Higher ratio in 4-5* level expected		B	B	B
<u>Staff Qualifications</u>	16	Must be appropriate and according to labor market supply and conditions-taking into considerations of in Bhutan available professional and adult-learning training courses- ie graduates from RITH to be considered etc.		B	B	B



Area	Standard	Points	***	****	*****	
Kitchen	17	Should have deep fridge, dry and cold storage facilities for segregated storage of fish meat and vegetables, cold and hot kitchen, pantry.		B	B	B
	18	Size should not be less than ½ m ² per bed offered		B	B	B
	19	Head covering and regular medical checks up for production staff.	3	B	B	B
	20	Ventilation must be adequate		B*	B*	B*
	21	Drinking water treatment equipment		B*	B*	B*
	22	Equipment and machinery of the kitchen in good technical condition and maintenance. Quality of crockery, glassware and cutlery complying to respective star level.		Elevated B	High B	Excellent B
	23	Pastry/bakery	10			B
	24	Hand washing basins easily accessible		B	B	B
	25	Extraction/pest control/waste collection and storage/drainage/sewage/water supply and storage facilities should be in good maintenance		B	B	B
	26	There should always be at least one trained cook (chef) on duty with sufficient skills in HACCP or BAFRA certified.		B*	B*	B*



Area	Standard	Points	***	****	*****	
Guest Rooms	27	All rooms have their own entrance with clear indication outside – number or letter and daylight.		B*	B*	B*
	28	Minimum size of single rooms*	2 pt.for add.m ² max 6 pt.	9 m²	12 m²	16 m²
	29	Minimum size of double rooms*	2 pt.for add.m ² max 6 pt.	14 m²	16 m²	20 m²
	30	Minimum size for bathrooms in single rooms*	2 pt.per add.m ²	4.3 m²	5 m²	7 m²
	31	Minimum size for bathrooms in double rooms*	2 pt.per add.m ²	4.3 m²	6 m²	8 m²
	32	Number/size of suites	2 pt.per suite-max 6 pt.			2 min 30 m²
	33	Floorings and walls should be of adequate materials,durable,non-slippery and easy to care		B	B	B
	34	Windows and door locking devices technically fit		B*	B*	B*
	35	30 % of the rooms are indicated non-smoking	4			

* Room sizes for newly constructed hotels starting 2016 will be required to follow attached room construction designs.
<http://www.tourism.gov.bt/forms/hotel-drawing-guidelines>



Area	Standard	Points	***	****	*****	
<u>Guest Rooms</u>	36	Soundproofing must be appropriate for the privacy and comfort of the guests		B	B	B
	37	Luggage Rack in the guest rooms – fixed or foldable.If foldable,storage place for rack required.		B*	B*	B*
	38	Information in guest rooms *2		B	B	B
	39	“Do not disturb signs” in appropriate condition	2	B*	B*	B*
	40	Furniture and décor should be of adequate and good quality, functional and well maintained		B	B	B
	41	Mini bar must be sufficiently stocked and at least two drinking glasses provided.	3		B	B
	42	Every guest room must have at least one window to the outside and which is also fitted with blinds and or curtains		B*	B*	B*
	43	Adequate housekeeping must be provided		B*	B*	B*

*2 Content information and examples annexed



Area	Standard	Points	***	****	*****	
<u>Public area</u> <u>rooms</u>	44	Public areas all non-smoking areas	B	B	B	
	45	Lounge for guests	2	B*	B*	B*
	46	Three-piece seating arrangement at the reception	2	B		
	47	Lobby with seats and beverage service	2		B	
	48	Spacious reception hall with several seats and service	4			B
	49	Bar opened on at least 6 days per week	4		B	
	50	Bar opened on at least 7 days per week (also if only non-alcoholic services are permitted)	6			B
	51	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*	B*	B*
	52	Facilities for disabled persons (eg:wheel chair friendly)	4			
53	Completely barrier free (eg:wheel chair friendly and additional facilities available)	6				



Area	Standard	Points	***	****	*****
<u>Parking Facilities</u>	54	If necessary, information provided for parking facilities near the accommodation			
	55	For at least 25 % of the number of guests parking direct at the property possible	2	B	B
	56	Parking possibilities for tour-busses or Taxis near the entrance provided.		B*	B*
	57	In-house(basement, garage)parking	6		
<u>Others</u>	58	Balconies or terraces direct at the room (50%)	4		
	59	Lift (if more than five floors)			
	60	Lift (if more than four floors)	6	B*	B*
<u>Management /Staff</u>	61	At least one trained manager should be on duty		B*	B*
	62	30 % of staff have recognized training (also in house certificates accepted)	10		



Area	Standard	Points	***	****	*****	
II. Fittings/ Furniture / Equipment <u>Sanitary comfort</u>		Remark: Hot and cold running water 24 hrs is an entry requirement to the classification and applies to 3– 5*				
	63	50 % of the rooms with shower/WC or bath/WC- for the rest on same floor level				
	64	100 % of the rooms with shower/curtain/bath tub and WC in the guest room	3	B*	B*	B*
	65	Adjustable shower (for water and energy saving)	2			
	66	Wash basin in every room		B*	B*	B*
	67	Rug/bath mat in front of the wash basin	2		B	B
	68	A sanitary bin	3			
	69	Illumination at the wash basin must be sufficient		B	B	B



Area	Standard	Points	***	****	*****
	70	Socket close to the mirror	B*	B*	B*
	71	Cosmetic mirror	1	B	
	72	Flexible and/or illuminated cosmetic mirror	2		B
	73	Towel hooks	B*	B*	B*
	74	Shelve or drawer space	B		
	75	Large scale shelve or drawer space	2	B	B
	76	Shaver socket with voltage indication	2	B	B
	77	WC must be sanitized daily and equipped with seat and lid, toilet paper plus extra toilet paper.	B*	B*	B*



Area	Standard	Points	***	****	*****	
Sanitary comfort	78	Tumbler for dental care		B	B	B
	79	Soap or washing lotion(min-one new soap/guest)		B*	B*	B*
	80	Bathing foam or shower lotion	2		B	B
	81	Shampoo	2		B	B
	82	Bottled cosmetic fluids (skin lotion etc)	3			B
	83	Cosmetic articles (e.g. shower cap, nail-file etc)	3			B
	84	Face clothes	2		B	B
	85	At least 2 towels per guest room	-	B*	B*	B*



Area	Standard	Points	***	****	*****	
<u>Sanitary comfort</u>	86	One bath towel per person	2	B*	B*	B*
	87	Bath robe on demand	2		B	
	88	Bath robe in every room	4			B
	89	Slippers on demand	2		B	
	90	Slippers in every room	4			B
	91	Hair dryer in the room	2		B	B
	92	Hair dryer on request		B		
	93	Scale	2			
	94	Rubbish bin		B	B	B



Area	Standard	Points	***	****	*****	
Sleeping comfort	95	Single beds with min. 90 cm x 190cm and double beds with min. 180 cm x 190 cm		B*		
	96	Single beds with min. 90 cm x 200 cm and double beds with min. 180 cm x 200 cm	8		B*	B*
	97	10% of the beds with min. 90cm x 210cm	6			
	98	Mattress should not be less than 14 cm thick, comfortable and in good hygienic condition	1 pt.per add. Cm (max 3 pt.)	B*	B*	B*
	99	Hygienic covers (boilable, breathing-active, virus-safe)	6			
	100	Minimum bedding 2 sheets, pillow and case, blanket, mattress protector/bed cover.	-	B	B	B
	101	Rug at the bed	2		B	B
	102	Wake-up call clock/device/service	-	B*	B*	B*



Area	Standard	Points	***	****	*****	
Sleeping comfort	103	Additional pillow upon request	2	B*	B*	
	104	2 pillows per guest	4		B*	B*
	105	Various choice of pillow	6			
	106	All electrical switches at bedside	6			
	107	Black-out curtain	3	B	B	B
	108	Additional blanket upon request		B*		
	109	Additional blanket available in room	1		B*	B*
	110	Additional beds upon request	3	B*	B*	B*



Area	Standard	Points	***	****	*****	
Room equipment /contents	111	Adequate wardrobe/cupboard or clothes niche with depth not less than 50cm		B*	B*	B*
	112	Laundry shelves.	3	B	B	B
	113	At least 2 appropriate standardized coat hangers with appropriate quality per bed.	-	B	B	B
	114	Wardrobe hooks		B*	B*	B*
	115	One table and matching chair (deemed as seat)		B*	B*	B*
	116	At least 1 seat per bed in the room	3	B	B	B
	117	Walls, floors and ceilings must have appropriate quality and be well maintained		B*	B*	B*
	118	1 armchair/couch with table	6		B	B



Area	Standard	Points	***	****	*****	
<u>Room equipment</u>	119	Additional armchair/couch in a double room	6		B	B
	120	Writing desk or a secretary	6		B	B
	121	Additional table available	3			
	122	Additional telephone socket close to the table	3			
	123	One 5 ampere earthed socket in the room		B*	B*	B*
	124	Additional socket close to the table	3	B	B	B
	125	Room illumination sufficient for reading-(but not too bright and disturbing)		B*	B*	B*
	126	Lamp or light for reading next to the bed	2	B	B	B



Area	Standard	Points	***	****	*****	
<u>Room equipment</u>	127	Central switch for room illumination	6	B	B	
	128	Bedside switch for room illumination	3		B	
	129	Bedside tables and drawers	4		B	
	130	Socket close to the bed	2	B	B	B
	131	Dressing mirror	3	B*	B*	B*
	132	Place to keep luggage	2	B	B	B
	133	Fireproof (or not easily inflammable) wastepaper basket		B*	B*	B*
	134	All rooms have appropriate heating and /or air conditioning systems		B*	B*	B*



Area	Standard	Points	***	****	*****
<u>Deposit</u>	135	Deposit possibility (e.g. at the reception)			
	136	Central safe deposit (e.g. at the reception)	3	B*	B
	137	Deposit possibility in the room (lockable cupboard or drawer)	2		
	138	Safety box in the room	4		B*
	139	Safety box with integrated socket in the room	6		



Area	Standard	Points	***	****	*****
<u>Noise control/ climatisation</u>	140	Sound-proof or double doors if required	4		
	141	Sound-proof windows if required (double glazed)	4		
	142	20% of the rooms with central/individual. adjustable air-conditioning	4		
	143	Climatisation of public guest areas (e.g. restaurant, lobby)	4		
	144	Serviced boukhari	2		
<u>Video and audio systems</u>	145	Radio or CD-Player	3		



Area	Standard	Points	***	****	*****	
<u>Video and audio systems</u>	146	DVD-Player	3			
	147	Loudspeaker in the bathroom	2			
	148	Colour-TV, remote control for TV	3	B		
	149	Colour-TV, remote control for TV and programme instructions in the room	4		B*	B*
	150	Additional TV in suites	3			B
	151	HD Satellite-/ DVBT- or HD cable reception in the room	6			
	152	Pay-TV with the possibility to block the use by children	6			
	153	82 cm and Up Flat Screen TV	8			



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Area	Standard	Points	***	****	*****	
<u>Video and audio systems</u>	154	Video games	2			
	155	Other electronic entertainment provisions	2			
<u>Telecommunication</u>	156	Tele-fax at the reception (or print-out of e-mail attached documents by the reception).		B*	B*	B*
	157	Publicly available telephone for guests		B*	B*	B*
	158	Phone box with place to deposit, writing utensils and writing pad in the house	2			
	159	Telephone in the room including multilingual instructions and direct lines	3	B*	B*	B*
	160	Additional telephone	2			
	161	Public areas internet access (DSL,WLAN,WIFI)	2	B	B	B



Area	Standard	Points	***	****	*****	
Telecommunication	162	Internet access in the room	2	B	B	B
	163	High-speed internet access in the room(e.g. DSL, WLAN,WIFI)	6		B	B
	164	Internet-PC / Internet-terminal is available in reception area	2			
	165	Internet-PC in the room on request	2			
	166	Internet-PC in every room	4			
	167	High-speed internet access in the rooms/public areas (e.g. DSL, WLAN,WIFI) free of charge	6			
	168	Any other communication service upon request (Telefax in the room,mobiles on rent etc)	2			
	169	Any other communication service available	2			



Area	Standard	Points	***	****	*****
Supplements					
170	Accommodation information in the guest rooms				
171	Service manual A-Z		B*	B*	B*
172	Daily newspaper in the room	4			
173	Guest magazine in the room	4			B
174	Writing utensils and writing-pad	3	B	B	B
175	A stationary folder containing utensils for correspondence	4	B	B	B
176	Iron and ironing board on request or trousers-press	4			
177	Laundry bag	2	B*	B*	B*



Area	Standard	Points	***	****	*****	
<u>Supplements</u>	178	Sewing kit or service on request	2	B		
	179	Sewing kit in every room or sewing service available	3		B	B
	180	Shoe polishing facilities on request	2	B		
	181	Shoe-polishing utensils in every room	3		B	B
	182	Shoe-polish machine on every floor	2			
	183	Spyhole	3		B	B
	184	Additional locking equipment at the door	2			B
	185	Ice cube machine on every floor	2			



Area	Standard	Points	***	****	*****
III. Service Facilities					
<u>Cleaning of rooms/change of laundry</u>	186	Daily room cleaning	B*	B*	B*
	187	Daily change of towels on request	B*	B*	B*
	188	Change of bed linen at least twice per week	B*	B*	B*
	189	Change of bed linen daily or on request	4	B*	B*
<u>Beverages</u>	190	Beverages are available at the accommodation	B*	B*	
	191	Beverage dispenser (lobby or floor)available	3		B*
	192	All hot dish plates are heated up	3		



Area	Standard	Points	***	****	*****	
<u>Beverages</u>	193	Beverage offer in every room (safe drinking water)	3	B	B	B
	194	14 hours room service	6		B*	
	195	24 hours room service	8			B*
	196	Minibar/fridge	5		B*	B*
	197	Coffee- or tea maker including accessories in the room	4			B
	198	Breakfast available from 7:30 to 9:00				
<u>Breakfast</u>	199	Option to get extended breakfast (American:hot beverages,Juices,fruit,bacon/ham and eggs)	4	B	B	B
	200	Breakfast buffet available	2			



Area	Standard	Points	***	****	*****
<u>Breakfast</u>	201	Breakfast buffet with room service		B	
	202	Breakfast buffet or similar breakfast menu with room service			B
	203	Early breakfast (before 6am)service	5		
	204	Breakfast package and/or lunch package offered	6		
<u>Dining Facilities</u>	205	Lunch time for at least two hours	2	B	B
	206	Dinner time for at least three hours	2	B	B
	207	Meals offered in room service at least till 22.00h	6		B*
	208	Meals offered in room service for 24 hours	8		B*



Area	Standard	Points	***	****	*****
<u>Dining Facilities</u>	209	At least one Restaurant with seating capacity at least 50 % of the number of beds	B*	B*	B*
	210	Number of additional speciality restaurants opened at least 6 days per week	6pts.for each add.rest		
	211	Number of additional speciality restaurants opened at least 7 days per week	6pts.for each add.rest		
	212	Number of à-la-carte-restaurants opened at least 7 days per week and taking orders between and order taken between 12:00-14:00 and 18:00 and 21:30	8 pts.for each add.rest		B*
	213	Coffee shop /garden or similar open 14/hours per day	6		
<u>Reception</u>	214	Reception visually separated area or desk securing privacy - appropriate table or secretary is acceptable	B	B	B
	215	Reception desk opened 14 hours;24 hours within call from inside and outside	4	B	
	216	Reception desk opened 18 hours and on call 24 hrs hours within call from inside and outside	5		B*



Area	Standard	Points	***	****	*****
<u>Reception</u>	217	Reception desk opened 24 hours	6		B*
	218	English-speaking staff		B*	B*
	219	Message for guests recorded and delivered	8		B*
	220	Concierge service available	8		B
	221	Doorman / bellboy service provided	8		B*
	222	Luggage service on request	8	B*	B*
	223	Luggage service provided	6		B*
	224	Left luggage service available	6		



Area	Standard	Points	***	****	*****	
<u>Laundry and ironing</u>	225	Cleaning/ dry-cleaning(delivery before 9.00h, return within 24 hours)	4		B*	B*
	226	Cleaning/ dry-cleaning(delivery before 9.00h, return within 12 hours)	4			
	227	Ironing service on request	4			
	228	Laundry and ironing service(delivery before 9.00h, return on the same day)	6			
<u>Payment</u>	229	Major credit cards accepted (if available or permissible)	8	B	B	B
	230	Money changing facilities provided.	4	B	B	B
<u>Others</u>	231	Banqueting facilities for at least 80 persons	6			
	232	Banqueting facilities for at least 150 persons	8			
	233	Personal welcome for each guest (fruit basket ie.)	8			



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Area	Standard	Points	***	****	*****
<u>Others</u>	234	Wake-up service	3	B*	B*
	235	Umbrella at the reception/ in every room	2		B
	236	Up-to-date magazines	2		B
	237	Daily newspapers (if available)	2	B	B
	238	Shoe-cleaning service	1		
	239	Shuttle-service to airport/border and /or paid transportation on request.	4		
	240	Offer of sanitary goods (e.g. toothbrush, toothpaste, shaving kit)	3	B*	B*
	241	Business centre services	6		B*
	242	Secretary service	6		
	243	Any other business related service (trained seminar assistant etc.)	3		



Area	Standard	Points	***	****	*****
IV. Leisure Facilities/Guest Arrangements <u>Health/Fitness/Wellness</u>					
	244	Whirlpool/Jacuzzi	3		
	245	Stone bath/Steam bath	6		
	246	Sauna	5		
	247	Swimming-pool (indoor and/or outdoor)	6		
	248	Trained animateur/ wellness-fitness assistant	6		
	249	Massage available	4		
	250	Rental service for sport equipment	3		
	251	Fitness/Exercise room	6		
	252	Wellness/Beauty parlor	3		
253	Library/Reading/Writing room	3			



Area	Standard	Points	***	****	*****	
<u>Complaint Management</u>	254	Complaints from guests are processed seriously		B*	B*	B*
	255	Guests receive questionnaire on request	6		B	B
<u>Classification Information</u>	256	Guests are given information on the classification standards of the accommodation on request.		B	B	B
<u>Others</u>	257	Diet and/or vegetarian cuisine (dietically trained cook)	8			
	258	Reservation possibility via electronic reservation systems (CRS) incl. Internet booking	4			
	259	Qualification (certification) and visibility of management to guests	4			
	260	Access to travel desk facilities	6			B
	261	Shopping facilities in the premises available	3			



Area	Standard	Points	***	****	*****	
V. Additional In-House Facilities and Services	262	Security and /or insurance for guest property available	2			
	263	Conference room(s) of at least 36 m ² to 100 m ²	3			
	264	Conference room (s) larger than 100 m ²	3			
	265	Conference/ writing office	3			
	266	At least 2 working group rooms	2			
	<u>Media</u>	267	Day light LCD projector with changeable lamp in every conference room (min 2500 lm)	4		
		268	One overhead projector	3		
		269	DVD or Video player with remote control	3		



Area	Standard	Points	***	****	*****
	270	Monitor/ colour-TV with remote control	2		
	271	Projection screen at least 2 m x 2 m	2		
	272	Equipment for presenters (e.g. felt pens, filing cards, pins)	3		
	273	One flip-chart in every conference/seminar room	3		
	274	Speaker's desk	3		
	275	Artificial light of at least 300 lux in the conference room	2		
	276	Darkening facilities	3		
	277	At least eight sockets in the conference room, extension flex and distributor	2		



VI. Environment Friendly Practices						
<u>Reception and Lobby</u>	278	Provide pamphlets, posters, and pictures to highlight the values of the local area or call visitors' attention to environment protection	2			
	279	Provide information to guest about the hotel's effort to be environment-friendly	2			
	280	Collect feedback and ideas from staff and guests on hotel environment policy	2			
	281	Designate smoking and non-smoking guestroom/floors	4			
	282	Air chamber at the hotel entrance for heat trap	3			



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Area	Standard	Points	***	****	*****
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<u>Reception and Lobby</u>	283	Introduce key-cards or main switches to cut off electricity in unoccupied guestrooms	4			
	284	Adopted power saving bulbs	4			
	285	Made good use of day light and switch off the lights during day time		B*	B*	B*
	286	Decorates the hotel with green plants and flower pots (natural plants and flowers should be appropriately placed)	6			
<u>Guest Room</u>	287	Adjust temperature settings to ensure comfort level and minimum energy use (for Air conditioner and water heater)		B*	B*	B*
	288	Keeps the doors and windows of air conditioned/Heated areas closed		B*	B*	B*
	289	Use shades and blinds to keep the direct sunlight out		B*	B*	B*



Area	Standard	Points	***	****	*****
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290	Ensure that air conditioning or heater is switched off or not used more than necessary in unoccupied areas	2	B	B	B
291	Uses stickers or posters to invite guests to save water/energy	3			
292	Encourage guests to reuse bed linen and towel	3			
293	Ensure that old mattresses, pillows, towels, left over soaps, etc. are reused for other purposes	3			
294	Use self-refilling liquid soap and shampoo containers or get them refilled by a distributor	4			
295	Reuse packages of soap or minimize soap packaging	3			
296	Avoid the use of toxic chemicals and use biodegradable chemicals where possible	3			



Area	Standard	Points	***	****	*****
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Area	Standard	Points	***	****	*****
<u>Public and Guest Bathroom</u>	297	Install sensor-based taps and urinals in public area	4		
	298	Introduce soap dispensers in public areas	3		
	299	Use stickers or posters to invite guest to save water	4		
	300	Install water saving devices such as low-flow fixtures in faucets and showers, or low-flush toilets, hand drying machines.	6		
	301	Use liquid chemicals instead of aerosols for cleaning	3		
	302	Ensure that toilets are well ventilated		B*	B*



Area	Standard	Points	***	****	*****
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<u>Laundry</u>	303	Minimize the amount of bleach and/or washing chemicals without reducing quality	1				
	304	Use water efficient appliances	4				
	305	Considered re-using of water from previous rinse cycles, for washing, by installing temporary holding tanks	1				
	306	Use energy efficient appliances	4				
	307	Favor drying of wet clothes in the open or under the sun (when possible)	3				
	308	Operate washing machines at full load	2				
	309	Avoid laundry operation during the peak period	1				
	<u>Kitchen</u>	310	Keep kitchen devices/appliances clean from deposit and scale to maximize the heat transfer	4			
		311	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			



Area	Standard	Points	***	****	*****
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	312	Check all burners for uneven or yellow flame to adjust them.	2			
	313	Turn off the kitchen exhaust hood when possible	2			
	314	Provide waste bins in the kitchen with appropriate lids/covers	3			
	315	Use separate bins for at least 2 types of waste (Bio degradable and non bio degradable)	4			
	316	Use liquid chemicals instead of aerosols for kitchen hood cleaning and other cleaning?	3			
	317	Install taps with aerators and hand drying machines to lower water consumption	4			
	318	Recycling or disposal plan for waste oil	3			
	319	Use water efficient appliances	3			



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Area	Standard	Points	***	****	*****
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<u>Purchasing Policy</u>	320	Purchase goods* in bulk quantity instead of in small packages	3			
	321	Purchase of environment-friendly products (Eg; Organic foods)	3			
<u>Natural resources</u>	322	Water quality checked/treated	1			
	323	Water being reused and recycled	1			
	324	Devices put in place to save water	1			
	325	Alternative energy sources are used for electricity	1			
	326	Devices are put in place to save energy	1			
<u>Waste</u>	327	Waste treatment in general - On site	1			
<u>Support to non-hotel eco-activities</u>	328	The hotel is supporting schools, charities, clinics or other organizations financially or otherwise in relation to social and environmental issues (CRS)	1			
<u>Physical and biological area</u>	329	Native species are used in gardens and surroundings of the hotel	1			



	330	There are signs in place to explain guests about the natural environment	1			
<u>Policy and management</u>	331	The hotel has a specific policy on environmental issues including a mission statement	1			
	332	Safety/health standards are used	1			
	333	Eco training opportunities offered to staff members	1			
<u>Environmental information</u>	334	Are there questionnaires for guests including environmental and/or social issues?	1			
VII. Website - Online Pre-Check		Remark : Website Online Pre-Check will be conducted before arriving for on-site assessment				
	335	Clear website address	1			
	336	All links working	1			
	337	Clear arrangement	1			
	338	Website with up to date information and realistic pictures together with directions, maps and location of the hotel	1			
	339	Website with direct booking option and integrated guest reviews	1			
	340	Contact details (e-mail, telephone, etc.)	1			



	341	Easy search functions	1			
	342	General Terms and Conditions or cancellation conditions available	1			
Total Points online pre-check		Max 8 Pts.additional				
VIII. Quality and/or Eco Certifications and (soft) quality/service Criteria		Remark : additional soft service/eco criteria with subjectivity in assesement (1 Pt. per criteria)				
<u>Nationally and/or Internationally Recognized Quality Certifications</u>	343	Total Quality management or Eco Label system like ISO 14001, Green Globe Earth Check, EMAS(Eco-Management and Audit Scheme) , EU Eco label, Green Key, or other recognized quality certification	1			
	344	Systematic complaint management system-	1			
	345	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			
	346	Quality controls by mystery guesting	1			
	347	All services must be provided by competent and identifiable staff with name tag	1			
	348	Personalized greeting for each guest with a present in the room (fruit basket,flowers,etc)	1			
	349	Accompanying the guest to the room at the arrival	1			



Signage/Outside	350	Outdoor Lighting	1			
	351	Easy orientation	1			
	352	Parking service (valet, doorman etc.)	1			
	353	Luggage service at the entrance	1			
	354	Plants well arranged	1			
	355	Charging station for electrical vehicles (e.g. cars, bicycles)	1			
Reception	356	Temperature/elimite	1			
	357	Sufficient lighting	1			
	358	Information	1			
Room	359	Pleasant temperature/climate	1			
	360	Indication of the heating or air-conditioning	1			
	361	Written information on water saving, towels	1			
Furniture	362	Switches and sockets easy to reach	1			
	363	Defect-free walls/furniture/lighting	1			
Equipment and services	364	Proper functioning of all electrical equipment (e.g. lights, hair dryer)	1			
	365	Daily change of bed linen,towels and bath mats or a reference to the possibility	1			
Service/ Restaurant	366	Appropriate beverage/wine selection	1			



Hotel bar - First impression	367	Appropriate food selection	1			
	368	Appropriate, clean and matching table layout	1			
	369	Matching table decoration (e.g. lit candles)	1			
	370	Cleanliness and quality of the place setting (glasses, plates, cutlery, serviettes)	1			
	371	Appearance of the staff (e.g. uniform and name tag)	1			
	372	Corresponding ambience/decorations (e.g. background music)	1			
	373	Pleasant temperature/climate (odours etc)	1			
	374	Suitable lighting	1			
	375	Appropriate furniture/room layout	1			
Public area – First impression	376	Room temperature/climate (odours etc.)	1			
	377	Furniture of an appropriate quality and clean	1			
	378	Matching decorations (e.g. fresh flowers, display cabinets)	1			
	379	Generous seating area for guests	1			
Leisure activities	380	Lobby Reception Corridors Sanitary areas provide good impression – secure, lighting	1			
	381	Lifts sufficient in size	1			
	382	Diverse selection for active recreation (e.g. hiking, cycling) and passive recreation (e.g. massage)	1			
	383	Equipment in faultless condition	1			
	384	Appropriate ambience (e.g. background music)	1			



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Other available services	385	Pleasant room atmosphere/temperature/climat	1			
	386	Suitable lighting	1			
	387	Pleasant room layout/furniture	1			
	388	Secure luggage storage (e.g. for arriving and departing guests)	1			
	389	Babysitter available on request	1			
	390	Ticket sales and service	1			
	391	Shuttle bus or limousine service	1			



Area	Standard	Points	***	****	*****
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IX.Specialisation Schemes 1.Bike Hotel					
	392 A lockable storeroom for bikes is available in the accommodation.		B	B	B
	393 A bike cleaning area with a water supply is available in the accommodation.		B	B	B
	394 A hire and repair service incl.repair sets (pump and tool kit) is offered in the accommodation		B	B	B
	395 The accommodation has information on bike routes and trips in the surrounding area		B	B	B
	396 The accommodation has at least one facility for guests recreation (sauna,stone bath others) or this can be arranged.		B	B	B
	397 Information on transport facilities for the transport of bikes and luggage must be provided or arranged.		B	B	B
	398 Self-service cloth washing and the possibility of drying clothes is available at the accommodation..		B	B	B
	399 Classified as at least 2 star hotel or guest house/lodge with full service		B	B	B



Area	Standard	Points	***	****	*****
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Area	Standard	Points	***	****	*****
<u>2.Trekking Hotel</u>	400	Located in a scenic trekking area.	B	B	B
	401	Well sign-posted and well maintained network of treks.	B	B	B
	402	Trek-routes can be reached from the accommodation within half an hour by walking	B	B	B
	403	Guided trekking are organized by the accommodation or locally by other tourist organizations or other accommodations in cooperation with the provider at least twice a week on high season and once a week in low seasons	B	B	B
	404	Trekking maps and descriptive materials on the routes are available at the accommodation	B	B	B
	405	Information on camping sites, mountain refuges, huts and shelters are available	B	B	B
	406	Transport facilities (Taxis etc.)can be arranged by the accommodation	B	B	B
	407	In-house facilities for drying/washing/cleaning shoes and cloth are available	B	B	B
	408	Early (5AM)and healthy breakfasts and take- out lunches are available	B	B	B



Area	Standard	Points	***	****	*****
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Area	Standard	Points	***	****	*****	
3.Seminar Hotel The design concept must integrate all functions of the hotel -lodging,F&B,leisure . All criterias have to be met.	409	Classified as at least 3 star hotel with full service and secretarial support (documentation, pencils).		B	B	B
	410	Seminar room of at least 60 m 2 and 2 group working rooms with natural lights and the possibility to hold breaks outside the seminar room must be provided – with separate entrance and separate electric facilities.		B	B	B
	411	Uniform suitable seminar tables and chairs must be available.		B	B	B
	412	Adequate working light in all seminar rooms must be provided		B	B	B
	413	Sufficient electrical sockets, extension cables and telephone and modem(internet) connections in the seminar rooms must be provided		B	B	B
	414	Appropriate soundproofing to connecting rooms and good ventilation are necessary.		B	B	B
	415	All seminar rooms have projection screens (150x150 min.) and can be darkened		B	B	B
	416	Seminar appropriate F&B catering must be available		B	B	B
	417	Equipment: one overhead projector (400W), one LCD data beamer (2000 lumen and XGA), one flip-chart/pin board, one VHS video system, PC.		B	B	B



Area	Standard	Points	***	****	*****
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Area	Standard	Points	***	****	*****
4. Health/Wellness Hotel The design concept must integrate all functions of the hotel -lodging,F&B,leisure . All criterias have to be met.	418	Classified as at least 3 star hotel with full service and qualified health staff support.	B	B	B
	419	The accommodation price includes access to health/wellness facilities (in-house sauna or stone bath or swimming pool) bathrobes, slippers	B	B	B
	420	In-house exercise facilities (equipped fitness room or other sporting facilities like indoor driving range ,indoor tennis etc.)	B	B	B
	421	Exercise rooms are well ventilated and have functional equipment and guidance how to use this equipment including non-slip floorings.	B	B	B
	422	Opening hours for health and fitness facilities at least 12/24 hours.	B	B	B
	423	At least one person in charge for health/wellness/fitness questions who is appropriately qualified	B	B	B
	424	Emergency facilities in health areas: telephone etc. and doctor on call.	B	B	B
	425	Massage and/or other beauty facilities are available 7 days per week.	B	B	B
	426	Well balanced health related F&B services must be available.	B	B	B



Area	Standard	Points	***	****	*****
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5.Design Hotel The design concept must integrate all functions of the hotel -lodging, F&B, leisure. All criteria's have to be met.	427	The design concept is independent,recorded in writing,applied consistently and drawn up and enhanced by an recognised architect.		B	B	B
	428	All furniture, fittings, materials and equipment are of high quality standards; follow the fundamental design idea without neglecting functionality and service quality for the guests.		B	B	B
	429	The uses of natural and artificial light produce consistent atmospheric and spatial experience with the guests.		B	B	B
	430	The choice of colours and furnishings interact with the architectural concept and create ambiance and wellbeing		B	B	B
	431	Attention to detail in lighting, crockery, accessories, arrangements, maintenance etc. creating first sight impressions.		B	B	B
	432	Also all exterior areas and spaces linked to the accommodation integrate with the overall design concept.		B	B	B
	433	All printed materials like letters,menue-cards,memos,promotion materials carry the corporate design		B	B	B
	434	Classified as at least 3 star hotel with full service		B	B	B



Areas	Standards	Points	***	****	*****	
6. Historic/Heritage Hotel	435	The premises are of particular interest due to its historic design and architecture or status as a national historical site.	-	B	B	B
	436	All maintenance and renovation work is complying to keep the historical components in substance and structure.	-	B	B	B
	437	All additions or necessary extensions are carried out in preserving the overall historical concept and design.	-	B	B	B
	438	Contemporary architectural features are only added if necessary and using high quality architecture and materials.	-	B	B	B
	439	Furniture and equipment are kept in the historic character of the building.	-	B	B	B
	440	Also the character and design of the surrounding areas are kept in the historic tradition.	-	B	B	B
	441	Information letter(s) provide(s) historical data and features related to the building for guests.	-	B	B	B
	442	Classified as at least 3 star hotel with full service	-	B	B	B

Remark: All standards have to be met.



<p>7.Meditation and Spiritual Retreat Hotel</p> <p>Remarks: Not yet agreed/applicable All standards have to be met.Min. 2 stars.</p>	<p>443</p> <p>444</p> <p>445</p> <p>446</p> <p>447</p> <p>448</p> <p>449</p>	<p>Offer of an clearly outlined meditation/spiritual program regularly or on call and information materials thereof available</p> <p>Meditation Space:clean,quiet and isolated from distractions- equipped with yoga mats, meditation pillows, chair or other arrangement for lama/rinpoche/teacher, small tables, appropriate decoration and eating arrangements, Size min 50 m2 (approx. 1m2 per person)</p> <p>Amplifying system with mike</p> <p>LCD-projector and screen 200x300 m</p> <p>Candles,incense,butterlamps</p> <p>Inhouse-temple or other praying location available</p> <p>DVD/CD player and spiritual background music recordings</p>		<p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p>	<p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p>	<p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p> <p>B</p>
	<p>450</p>	<p>A gong, drums,set of singing bowls,religious music instruments</p>		<p>B</p>	<p>B</p>	<p>B</p>
	<p>451</p>	<p>Staff qualifications: one trained program coordinator-a sensitive and knowledgeable person for spiritual programs –also a specialized vegetarian cook and menu</p>		<p>B</p>	<p>B</p>	<p>B</p>



Areas	Standards		Points	***	****	*****
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X. Minimum Score Points and Bs	Number of Score Points			160-199	200-279	280-
	Number of Bs (Basic standards).			120	149	166
XI. Calculation Rules Not deductible for all properties are: adequate heating-hot and cold running water-standards relating to security, hygiene, cleanliness and essential guest comfort – in the classification guidelines indicated as B*	All Bs have to be met as far as :			Minus 3 Bs	Minus 4 Bs	Minus 4 Bs
	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 :					