



GUIDELINE FOR THE REGISTRATION OF VILLAGE HOME STAYS, 2019

**ROYAL GOVERNMENT OF BHUTAN
TOURISM COUNCIL OF BHUTAN**

1. Introduction

Tourism plays an important role in supporting the socio-economic development of our country. In recent years, there has been a surge in tourist arrivals fuelling the demand for tourist accommodation. This has given rise to the concept of village home stays (VHS) providing comfortable and clean accommodation with basic facilities for tourists.

With the government striving to ensure equitable development of tourism in the country and attract more tourists under the Tourism Flagship Programme, VHS has an important role to play in providing accommodation to tourist especially in places where tourist accommodation facilities are not available. Therefore, it is felt necessary to revise the existing guidelines for VHS to:

- a) Streamline and facilitate the village home stay development
- b) Outline procedures for the registration of village home stays
- c) Ensure the quality of services and facilities

2. Title

This Guideline shall be called the Guideline for the Registration of Village Home Stays, 2019.

3. Commencement

This Guideline shall come into effect from August 1, 2019.

4. Application

This Guideline shall apply to providers of home stay accommodation facilities.

5. Supersession

This Guideline shall supersede the existing Guideline for the Village Home Stays.

6. Definition

A village home stay is a type of accommodation where the host family provides accommodation facilities for tourists at their home. It is generally located in rural areas or outside the municipal boundary.

7. Objectives

VHS is promoted with the aim to:

- a) Provide accommodation for tourists in accommodation deficient areas;
- b) Provide an opportunity for tourists to stay with the host family and experience authentic Bhutanese lifestyle;

- c) Supplement the income of the host family and improve their livelihood;
- d) Preserve and promote our tradition and culture; and
- e) Strengthen community based tourism.

8. Eligibility requirements

All VHS shall be assessed and registered with TCB before operation. To be eligible for assessment, VHS shall meet the following conditions:

a) Nationality:

The applicant of VHS shall be a Bhutanese citizen.

b) Location

- i. VHS shall be in rural areas or outside the municipal boundary to minimize the impact of VHS on the tourist accommodation facilities in the urban/municipal area.
- ii. The above condition shall not apply in the case of places or areas where there are no tourist accommodation facilities within the municipal boundary. This condition shall be, however, reviewed from time to time based on the availability of tourist accommodation facilities in the area.

c) Management

- i. VHS shall be managed by the host family with a minimum of two physically active members living in the same house.
- ii. The host family shall be a registered household of the village or the community in which the VHS is located.

d) Structure

- i. VHS shall be in a traditional building or house and conform to the architecture of the locality.
- ii. VHS shall not allocate more than 5 rooms for guests consisting of 10 beds in all and a maximum of 2 beds in each guest room. This is to ensure the quality of services and effective management of VHS.
- iii. VHS shall not use the altar room as guest room.

e) Toilet and bathroom facilities

VHS shall have at least one toilet with bathroom facility that is comfortable, clean and well maintained within the house or outside, but not further than 20 meters from the house for the safety and convenience of guests.

9. Assessment

- a) VHS shall apply for assessment to the Tourism Council of Bhutan through the Dzongkhag Administration. Documents required are:
 - i. Duly filled application form available provided in Annexure I of this guideline
 - ii. Copy of citizenship identity card of the applicant
 - iii. Authentication letter from the concerned Gewog
 - iv. No objection letter from the Head of the family
 - v. Pictures of the VHS showing the exterior part of the house, kitchen, dining room, toilet and bathroom, and guest rooms
 - vi. Checklist for the registration of VHS provided in Annexure II.
 - vii. Letter of undertaking provided in Annexure III.
 - viii. Any other additional information as may be required
- b) Only those applications meeting the eligibility requirements and submitted with complete documents shall be considered for assessment.
- c) VHS shall be assessed and approved based on the checklist provided in Annexure II.
- d) Any deficiencies identified during the assessment shall be noted in the assessment report and shared with the applicant for rectification.

10. Certification

- a) Once the VHS is approved, TCB shall issue a registration certificate, which shall be valid for a period of three years.
- b) VHS shall display the certificate of registration in a prominent area inside the house.
- c) VHS shall apply for the renewal of registration certificate at least three months prior to the expiry of the validity period.

11. Operation

- a) VHS shall be operated in line with the Operation Manual for VHS available on the website: www.tourism.gov.bt
- b) Any kind of refurbishment, up-gradation or extension to the existing structure shall be carried out as per the required standards of VHS with the prior approval of TCB.

12. Support from the government

To facilitate the village home stay development, the Government shall provide the following support:

- a) Training in basic hospitality, first aid and safety measures
- b) Small grants for sanitation facilities on a case by case basis
- c) Advice and guidance for continuous improvement of quality and standards

- d) Promotion of VHS on TCB website and other online platforms including FAM trips for tour operators
- e) Assessment and printing of registration certificate

13. Monitoring

- a) The concerned Dzongkhag Administration shall carry out regular monitoring to ensure compliance with this guideline. In addition, TCB will also carry out periodic monitoring.
- b) Any shortcomings observed during the monitoring shall be included in the monitoring report and shared with VHS for rectification within a certain timeframe.

14. Penalties

Non-compliance with this guideline shall lead to deregistration of the VHS and other penalties in line with the existing rules and regulations.

15. Appeal

In the event of any dissatisfaction or disagreement with the assessment report or the monitoring report, VHS shall appeal to the Director General, TCB within 30 days from the date of receipt of the report.

16. Amendment

This guideline shall be revised from time to time as may be necessary.

APPLICATION FORM FOR THE REGISTRATION OF THE VILLAGE HOME STAYS
(Annexure I)

1. Applicant's details

Name of the applicant	
CID No.	
Phone number	
Email address, if available	
Dzongkhag	
Gewog	
Chiwog	
Village	
Thram No and House No	

2. Details of the family members residing in the same house

Name	Relationship with the applicant	Sex and Age

3. Location

Distance from the nearest town/urban centre (hrs or kms)	
Distance from the main road (hrs or kms)	
Condition of the pathway to house from the road point	

Checklist for the registration of VHS (Annexure II)

Areas	Sl. No.	Parameters	Yes/No
General	1	VHS is in a traditional building or house and conforms to the architecture of the locality (M)	
	2	VHS is managed by family residing in the same house (M)	
	3	Surrounding is pleasant, safe and clean (M)	
	4	Personal hygiene of the host family is good (M)	
	5	Access to the house from the road point is convenient and safe (M)	
	6	Basic heating/cooling facilities depending on the climatic condition (M)	
Guest rooms	7	No of guest rooms does not exceed 5 (M)	
	8	Altar room is not used as guest room (M)	
	9	Guest rooms are clean and well-maintained with proper ventilation (M)	
	10	Mattresses, blankets, pillows and linens are clean and comfortable (M)	
	11	Dressing mirror and wardrobe are provided (D)	
	12	Hanger/hook is provided (M)	
Toilet/bathroom	13	Toilet/bathroom is clean and well maintained with proper ventilation (M)	
	14	Wash basin and mirror are provided (D)	
	15	Toilet amenities (soap/toilet paper/towel) are provided (D)	
Kitchen	16	Kitchen is clean and well-maintained (M)	
	17	Quality of cutlery and crockery is good (M)	
Living/dining	18	Living/dining area is spacious, clean and well-maintained (M)	
Waste management	19	Waste segregation is practised (M)	

*M: Parameters with M are mandatory requirements for the VHS to be approved
D: Parameters with D are desirable and recommended to be in place*



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TOURISM COUNCIL OF BHUTAN



UNDERTAKING (Annexure III)

I.....bearing CID No..... from
.....Village.....Gewog..... Dzongkhag

have understood the guideline of the village home stay and agree with the following terms and conditions:

- a) That I along with my family shall reside in the same house to operate the VHS and not employ staff.
- b) That I will ensure a safe and secure environment for the guests during their visit/ stay.
- c) That I would ensure highest standards of hospitality, hygiene and cleanliness.
- d) That I will be duty bound to host the guests when the booking has been confirmed.
- e) That I shall grant access to the monitoring team from TCB and relevant agencies to inspect my homestay on a regular basis.
- f) That I will render immediate assistance to the guest in the event of an emergency during their stay.
- g) That I will abide by the circulars, guidelines, rules and regulations of the Tourism Council of Bhutan. In the event of non-compliance, I shall be liable for any penalties imposed by the Tourism Council of Bhutan.

Place:

Date:

Signature:

Affix legal stamp here

Name: