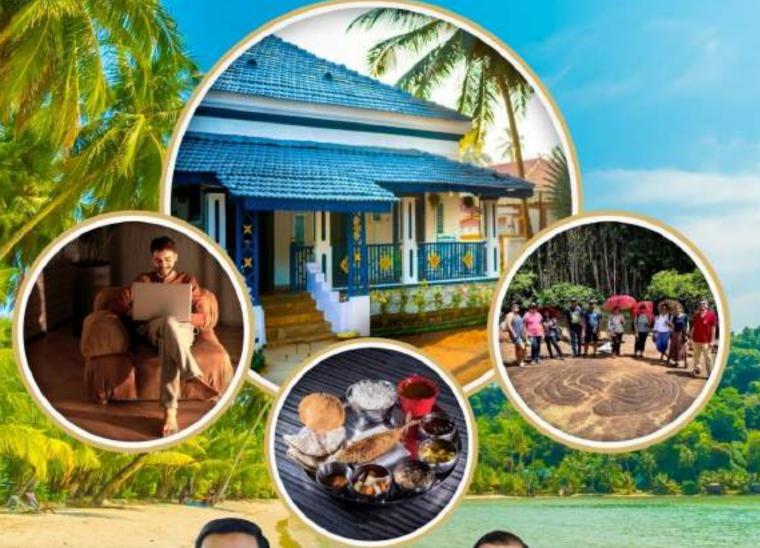


# Homestay Bed & Breakfast Policy





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Hon'ble Chief Minister of Goa



Hon'ble Minister for Tourism, IT, E&C. Printing & Stationary, Govt. of Goa





# Homestay and Bed & Breakfast Policy

Department of Tourism Government of Goa

**DEPARTMENT OF TOURISM, Government of Goa** 

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#### 1. Definitions

GoG or Government: State Government of Goa

DOT : Department of Tourism, Government of Goa shall be responsible for the

implementation of the policy.

MOT Ministry of Tourism

GOI Government of India

GEL : Goa Electronics Limited.

Homestay : The classification for Homestay Establishment will be given only in those

cases where the owner/promoter of the establishment along with his/her family is physically residing in the same establishment and letting out minimum 2 (two) room and maximum 6 (six) rooms (12 beds) subject to non-

violation of the respective applicable Rules & Acts or occupancy.

Bed and Breakfast :

(B&B)

The classification for Bed & Breakfast Establishment will be given only in those cases where the owner/promoter of the establishment does not reside at the establishment himself/ herself, but an agent or operator, so designated by him/ her resides in the establishment premises for providing the necessary services to the visitors / guests. The establishment would have a minimum of 2 (two) lettable room and a maximum of 6 (six) lettable rooms (12 beds) subject to non-violation of the respective applicable Rules & Acts or

occupancy.

Owner : The owner is someone who legally owns a homestay/B&B establishment.

Promoter : Any individual who is duly authorized to act on behalf of the owner through

a valid Power of Attorney

Lettable room : Lettable room is a room in a homestay that is equipped with all the necessary

facilities specified in this policy.

# 2. Background

2.1. Goa is a renowned tourist destination in the world, owing to its picturesque territory ensconced between the fertile coastal strip of the Arabian Sea and the breathtaking mountain ranges of the Western Ghats. Due to its natural setting, the state is bestowed with scenic beauty, lush green surroundings, splendid mountains, pristine rivers, and enchanting beaches. With over 104 km of vast coastline and six major rivers, the landscape of Goa is very diverse, ranging from sandy seafronts to lush green hinterlands, from estuaries to mangrove fringed creeks, from river islands to traditional Khazan lands. Goa's rural landscape complimented by its colonial heritage, gives the state an inherent cultural strength, making it an ideal homestay destination.

Goa has recently developed the tourism master plan and policy, which focuses on reinventing itself as a year-round responsible tourism destination. Also, as part of the strategy Goa also wishes to showcase its pristine hinterlands, backwaters and rich biodiversity of the western ghats along with its already world-renowned beaches. Goa is revered as the most preferred beach destination among Indians, and it is one of the most popular Indian destinations among international tourists. Goa witnessed around 7.1 million Domestic Tourists and nearly a million Foreign Tourists in the year 2019.

In addition to the strong dynamism and vibrance that Goan coastline exhibits, the hinterland of the state equally boasts a state of perpetual calmness and rich authenticity. In addition, the influence of Portuguese colonization is evident in the Heritage Houses with Indo-Portuguese architecture. Homestays and B&Bs are realized as the best tools to harness the tourism potential of the hinterlands of the state. The Government of Goa is keen to develop, promote and regulate homestays and B&Bs in the state. Hence, the Department of Tourism, Government of Goa has come up with the "Homestay and B&B Policy" to standardize services to the tourists through homestays and B&Bs, also to supplement the availability of accommodation options of the state.

# 3. Objectives

- **3.1.** The key objectives of this Policy are:
  - To streamline the registration and to regulate the operation of homestays and B&Bs in the state.
  - To augment the supply of accommodation units to cater to the growing demand in the state.
  - To enhance the livelihood opportunities, up-skill and create self-employment opportunities for rural residents and communities with high tourism potential in the hinterlands of the state.
  - To improve the service delivery standards and ensure best quality of services and facilities for tourists.
  - To preserve Goa's cultural ethos, natural landscape, cuisine, historical heritage, and traditional activities and introduce the same to the tourists.
  - To preserve the old houses and mansions with unique Goan architectural blend.
  - To create a market for locally sourced goods and services.
  - To attract the responsible tourists and promote unique experiences through hinterland tourism in Goa.

# 4. Applicability of the Policy

- **4.1.** The policy shall be applicable to all the homestay/B&B establishments in the state of Goa falling within the purview of the existing Occupancy Rules, Acts & Byelaws. However, the primary focus of the policy is to promote tourism in the hinterlands of the state, hence, currently the fiscal incentives (as per the clause 7.1) shall only be applicable to all existing or upcoming homestay and B&B establishments in the following talukas of Goa:
  - 4.1.1.Sattari
  - 4.1.2.Dharbandora
  - 4.1.3.Sanguem
  - 4.1.4.Bicholim
  - 4.1.5.Ponda
  - 4.1.6.Quepem
  - 4.1.7.Canacona
- **4.2.** Department of Tourism, Government of Goa, at its discretion and upon review of the extant situation from time to time, for the purposes of promotion or furthering the objectives of this policy, may suitably extend the applicability of this policy and consequently the incentives to any additional village / taluka in the state that are beyond the list as specified in clause 4.1.
- **4.3.** The policy is valid for a period of 5 years from the date of notification in the official gazette and can be further extended as per the discretion of the Department of Tourism, Government of Goa.

# 5. Eligibility Criteria for registration

- **5.1.** The homestay/B&B establishment should have a minimum of 2 (two) lettable room and a maximum of 6 (six) lettable rooms.
- **5.2.** The homestay/B&B establishments should be legally registered with the competent local authority as a wholly residential complex/unit.
- **5.3.** The owner/promoter of the homestay establishment along with his/her family should be physically residing in the same establishment.
- **5.4.** The owner/promoter of the B&B establishment does not reside at the establishment, but a designated agent/operator resides in the establishment premises for providing the necessary hospitality services to the guests.
- 5.5. The Homestay/ B&B shall not be considered for registration, if the same establishment/s is/are located in a Cooperative Housing Society as registered under The Goa Cooperatives Societies Act 2001 & Rules 2003 or any other Gated Complex, without the mandatory NOC from the established BoD or Committee managing this residential Complexes, keeping in mind the security of the other residents and continuous entry of unknown individuals for the purpose of residence and also considering the limited infrastructural facilities of the complex.

5.6. The registration application of any Homestay/ B&B establishment in the jurisdiction of Panchayat/ Municipal areas, shall be mandatorily accompanied with the valid NOC's from the respective BoD/ Managing Committee of the complex (not applicable for personally owned premises), including a valid Trade License for commercial activity from the respective Panchayat/ Municipality and any other health & Safety permissions in force.

# 6. Registration of Homestays and B&Bs

- **6.1.** As per "The Goa, Daman and Diu Registration of Tourist Trade Act, 1982 and Rules 1985" all entities or individuals undertaking any kind of tourism service in Goa, shall be required to register with Department of Tourism, Government of Goa. Therefore, all existing and upcoming homestay/B&Bs establishments shall be required to register with DOT, GOG prior to commencement of operations and should be renewed. The initial period of certification shall be one year, subsequently, homestays/B&B shall be renewed as per extant prevailing process being specified Department of Tourism.
- **6.2.** However, apart from the registration with Department of Tourism, Government of Goa, all homestay/B&B establishments must have all necessary licenses/ NOCs/ from the relevant local authorities and Housing Cooperatives and Gated Complexes, as may be applicable to operate in Goa.
- **6.3.** The homestay/B&B establishments already registered with Ministry of Tourism, Government of India shall also be required to register with Department of Tourism, Government of Goa to avail the benefits under this policy. The same shall be required to be renewed as per extant prevailing process being specified Department of Tourism.
- **6.4.** The homestay/B&B owners as defined below, who legally own an establishment shall register the homestays under this policy:
  - **Single owner applicant:** If a property belongs to a sole owner, then such person may apply for the registration.
  - Joint owner applicant: If there is more than one owner for the establishment, then any one
    owner or all owners may jointly apply under the policy with No Objection Certificate (NOC) from
    the other Joint owner(s).

#### **6.5.** Registration Process:

- a) The applicant can apply for registration with Department of Tourism, Government of Goa through the following modes:
  - Offline Mode: Submitting the hardcopy of the requisite documents at, 1st floor, Registration desk, Paryatan Bhavan, Patto, Panajim, 403001
  - Online Mode: Uploading and submitting the scanned copy of the requisite documents on www.goaonline.gov.in.
- b) Based on the order No. N5/3(865)/2022-DT/126 issued by the Department of Tourism, Government of Goa with the simplified procedure for registration and renewal of tourism

trades, the following mandatory documents shall be submitted along with the application form:

- Registration Form as per the Goa Registration of Tourist Trade Act, 1982 and Rules, 1985.
- Ownership documents for Homestay Establishments Title deeds like Gift deeds or Sale deeds or Form I & XIV or House tax receipt.
- Ownership documents for B&B Establishments Title deeds like Gift deeds or Sale deeds or Form I & XIV or House tax receipt (in case if the premises is owned) OR Lease and License Agreement (if leased) OR Notarized copy of NOC from owner of the premises and NOC from Cooperative Housing Societies & Gated Complexes registered under the Goa Cooperative Societies Act 2001 and Rules 2003 or similar authority.
- Apart from registration with the Department of Tourism, Government of Goa, the operator
  of a homestay or B&B shall be required to take the following tentative permissions from the
  respective local bodies in Goa (However, actual permissions may vary on specific case basis):

S.No.	Tentative List of NOCs / licenses /	Department	
3.110.	approvals		
1.	Trade License / NOC of the Gram Panchayat/Municipal Council to run the premises as Homestay / B&B.	Respective Municipal Council / Village Panchayat	
2.	Electricity Department for Electrical connection	Electricity Department	
3.	Public works Department for water connection	Public Works Department	
4.	Goa coastal Zone Management Authority for approval of plans (if applicable)	Goa Coastal Zone Management Authority	
5.	Foods and Drugs (if applicable)	Directorate of Food and Drugs Administration	
6.	Bar License/ Excise license for sale of foreign/ Indian liquor (if applicable)	Department Of Excise	
7.	Health NOC (for Septic tank / soak pit etc.) (if applicable)	Health Department, Urban Health Center / Primary health Center	
8.	Fire Safety NOC (if applicable)	Directorate Of Fire And Emergency Services	
9.	Pollution NOC (if applicable)	Goa State Pollution Control Board	

- All the B&Bs are required to obtain the license from Food and Drug Administration (FDA). In
  case of homestays, it is desirable that home-cooked food is served to the tourist to promote
  the culinary traditions of the state. In such case, the homestay may request an exemption in
  license from FDA from the respective authority.
- KYC document (Aadhar card / Driving License / Passport / PAN Card)
- Annual Registration fee of INR 1000/- (the fee may be revised by Department of Tourism, Government of Goa)

- c) The Homestay/B&B establishments already registered with Ministry of Tourism, Government of India, shall only be required to submit the following documents to get themselves registered with DOT and avail the benefits under this policy.
  - Registration Certificate with Ministry of Tourism, Government of India
  - KYC document (Aadhar card / Driving License / Passport / PAN Card)
  - No registration fee shall be charged for such homestay establishments
- d) The registration form provided in The Goa Registration of Tourist Trade Act, 1982 and Rules, 1985 should be complete in all respects and free from all deficiencies, being made online, and offline confirmation of receipt of application fee. Applications that are incomplete in any respect or any deviation found during the inspection, shall be liable to be summarily rejected by the Department of Tourism, Government of Goa.
- e) Post applying for registration, the Department of Tourism, Government of Goa may conduct an inspection of the respective Homestay/B&B establishments.

#### 6.6. Classification of Homestay/B&B Establishments:

- a) The homestay/B&B establishment shall be classified in the following categories based on the checklist of service offerings provided in Annexure II:
  - Gold
  - Silver
- b) In case of reclassification, the homestay/B&B owner shall re-submit the application within 3 months before the expiry of the previous classification.
- c) In case of dissatisfaction with the decision of the categorization on classification, the unit may appeal to the Department of Tourism, Government of Goa within 30 days of receiving the communication regarding classification. No requests shall be entertained beyond this period.
- d) Any changes in the facilities of the homestay/B&B establishment, which may have material changes in the classification should be informed to the DOT, within 30 days of such change.
- e) If any violation comes to the notice of the Department of Tourism, then the classification shall stand withdrawn/terminated.

# 7. Incentives for Homestays and B&Bs

#### **FISCAL BENEFITS:**

- **7.1.** The first 100 (hundred) homestays and first 100 (hundred) B&B establishments (as per the clause 4.1 of this policy), that are registered with the Department of Tourism, and have completed 01 (one) year of operations shall be eligible for the following financial incentives:
  - a) Reimbursement of registration fee of INR 1,000 (one thousand) for the first year of the policy tenure. The homestays already registered with Department of Tourism prior to the term of the policy, shall avail the reimbursement on the renewal fee.

- b) Reimbursement of expenditure on furniture and furnishings up to a maximum of INR 2,00,000 (Rupees two lakh only), purchased from the vendors empaneled with the Department of Handicraft, Textiles and Coir, Government of Goa.
- c) Free participation of one homestay and one B&B establishment at a maximum of 1 (one) Domestic Trade Shows in a calendar year and reimbursement of 50%, up to a maximum of INR 50,000 (fifty thousand) of expenditure towards travel and accommodation.

The above-mentioned fiscal incentives shall be applicable only for the purposes stated above during the tenure of this policy.

Department of Tourism, Government of Goa, at its discretion and upon review of the extant situation from time to time, may suitably alter the proposed limit of beneficiaries as specified in clause 7.1. or extend the tenure of the policy or both, as the case may be, for the purposes of promotion or furthering the objectives of this policy and depending on the extant rules, regulations and market scenario.

#### **NON-FISCAL BENEFITS:**

- **7.2.** Other support for Homestays in Goa registered with the Department of Tourism, subject to compliance with guidelines:
  - a) The Homestays already registered with Ministry of Tourism, Government of India shall be registered with Department of Tourism, GoG with no additional fee to avail the benefits under this policy
  - b) Payment of electricity and water charges at domestic/residential tariffs for sanctioned load
  - c) Property tax rates as prescribed for residential purposes
  - d) Subsidized hardware setup for provision of internet
  - e) DoIT shall strive to provide FREE highspeed internet only for the first year of operation
  - f) Provision of free T.I.M.E and free/subsidized software for operation of homestays
  - g) Assistance for marketing and promotion through various marketing channels of Goa Tourism, such as website, app, social media handles, establishments, outlets, printed material at travel marts and exhibitions etc.,
  - h) Homestay Establishments, once registered with the Department of Tourism, GoG, shall be duly publicised and subject to all provisions of the license issued.
  - i) Promotion of homestays in the event calendar along with the local fairs and festivals
  - j) Facilitating collaboration with Experiential Tour operators for promotion of homestays as a part of Experiential Tourism Circuits
  - k) Recommend to various statutory authorities in securing the necessary permissions, NOCs and clearances for registration and operation of homestays
  - I) Facilitating creation of Self-Help Groups for collateral free loans

- m) Free training support from industry professional including but not limited to Hospitality, Accounts, Marketing and Tour Operations
- n) Professional advice by experts for improvements of the service delivery
- o) Provide priority access for homestays to the upcoming 24\*7 tourism hotline for assistance with guest queries.

# 8. Process for availing Incentives

The eligible homestay owners shall be required to apply for availing the incentive / reimbursement by submitting the following hardcopy documents to Department of Tourism, government of Goa:

#### 8.1. Reimbursement of registration fee

- a) Reimbursement form as per Annexure III
- b) Copy of registration certificate with Department of Tourism, Government of Goa
- c) Cancelled cheque

#### 8.2. Reimbursement of expenditure on Furniture and Furnishings

- a) Reimbursement form as per Annexure III
- b) Copy of registration certificate with Department of Tourism, Government of Goa
- c) Cancelled cheque
- d) Original payment receipt/invoice for procurement of Furniture and Furnishings from the vendors empaneled with the Department of Handicrafts, Textiles and Coir.

#### 8.3. Reimbursement of Travel and Accommodation Expenditure for the Domestic Tradeshow

- a) Reimbursement form as per Annexure III
- b) Copy of registration certificate with Department of Tourism, Government of Goa
- c) Cancelled cheque
- d) Original Tickets/Boarding Passes and Original payment receipt of Accommodation.

Department of Tourism, Government of Goa shall carry out the necessary scrutiny for all the reimbursement forms received with respect to the Policy and may undertake inspection of the homestay establishments or enquire the applicant for any further clarifications.

The reimbursement shall be done after a period of 1 (one) year of operations of the homestay/B&B facility after due inspection by officials of the Department of Tourism, Government of Goa. Also, the Department of Tourism shall verify that the establishment is operational after 2 (two) years from the year of reimbursement of the amount, failing which the concerned beneficiary shall refund back the reimbursed amount to the Government.

# 9. Guidelines for Operations of Homestays / B&Bs

For ensuring regulated operation of homestays, the following guidelines are to be adhered to all the time:

- **9.1.** The homestay / B&Bs should be equipped with the necessary facilities as per Annexure I & II. Every homestay / B&B unit needs to maintain the basic infrastructure and quality standards as per the classification.
- **9.2.** The owners of the registered homestays / B&B shall not use the homestay / B&B unit for any other commercial purpose other than accommodation of tourists.
- **9.3.** The homestay / B&B owners/promoters should ensure the mandatory use of **"T.I.M.E software"** developed by GEL.
- **9.4.** The homestay / B&B owners/promoters should mandatorily submit the C-forms for all foreign tourists, staying in the homestay / B&B.
- **9.5.** Every registered homestay / B&B unit shall maintain the books and upon demand shall produce the following records:
  - a) Maintain a registration book and collect a copy of valid Photo ID for letting out rooms to every tourist/s, which can be inspected by the members of the DOT.
  - b) Suggestion/Complaint records
  - c) Bill Book duly numbered in duplicate and endorsed by the DoT.
- **9.6.** Every registered homestay / B&B unit should display a notice board for the tourists with the following information:
  - a) Name of the homestay / B&B
  - b) Signed registration and classification certificate issued by the DOT
  - c) Check-in & Check-Out time
  - d) Dining closing time
  - e) Guidelines for the tourists
  - f) Prohibitions (such as smoking, drinking, loud music, illegal activities etc.)
- **9.7.** Homestay / B&B owners/promoters should deal with the tourists promptly and courteously with enquiries, requests, reservations, and complaints amongst others.
- **9.8.** The homestay / B&B should be maintained in a good, stable, and safe condition with proper hygiene for habitation of tourists and comply with the prescribed rules respecting standards of health, safety and security.
- **9.9.** Depending on the geographic location and cultural ethos of the place, homestays should have a prospect to offer a variety of activities and experience to the tourists, that shall broadly include:

- Nature based activities such as treks, hikes, birdwatching etc., around the location of the homestay / B&B (Eco/ Nature-based tourism)
- Heritage and Culture (Ethnic Tourism)
- Religious Value (Pilgrim Tourism)
- Adventure/Sports-based activities (Adventure Tourism)
- Agrarian Lifestyle (Agro Tourism)
- 9.10. The Homestays/B&B operator must display/ maintain a list of contacts and addresses of nearby by emergency services viz. doctor/s, Hospital/s, Pharmacy/ies, Nearby Police Station, Women Police Cell, Fire Service, preferably a humanitarian Service NGO, etc and other tourism related facilities. It is advised to provide the nearby facilities for marketing of local produce, handicrafts, Goan sweets, festivals, religious houses, tour & Guide facilities, available transportation and Taxi service etc. The same may be either displayed as a Display signage or maintained as an Album/ Docket as per convenience.

#### 10. Nuisance and penalties

- **10.1.** The classified units are expected to always maintain required standards. DOT could inspect the same at any time without previous notice. In case of any serious deficiencies, the Department is free to take any action against the concerned homestay / B&B including cancellation of the classification.
- **10.2.** The homestay/B&B establishments shall be in compliance with any the orders and notifications circulated by the Department of Tourism in the state from time to time.

ANNEXURE - I
CHECKLIST FOR HOMESTAY/ BED & BREAKFAST ESTABLISHMENT

S. No	General	Silver	Gold
1.	Well maintained and well-equipped house and guest rooms with quality carpets/area rugs/tiles or marble flooring, furniture, fittings etc. in keeping with the traditional lifestyle.	М	М
2.	Sufficient parking with adequate road width	D	М
3.	Guest rooms:  Minimum two lettable room and maximum rooms (12 beds).  All rooms should be clean, airy, pest free, without dampness and with outside window/ventilation.	M	M
4.	Minimum floor area in sq. ft. for each room.	120	120
5.	Comfortable bed with good quality linen & bedding preferably of Indian design;	М	М
6.	Attached private bathroom with every room along with toiletries. Incase of silver category homestays only, attached private bathroom shall be desirable instead of mandatory.	М	М
7.	Minimum size of each bathroom in sq.ft.	30	40
8.	WC toilet to have a seat and lid, toilet paper	М	М
9.	24 hours running hot & cold water with proper sewerage connection. Incase of silver category homestays only, hot water should be provided on demand or at fixed timings.	М	М
10.	Water saving taps/shower	D	М
11.	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen	М	М
12.	Dining area serving fresh Continental and/or traditional Indian breakfast.	М	М
13.	Good quality cutlery and crockery	М	М
14.	Air-conditioning & heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room. Incase of silver category homestays only, air-conditioning and heating facilities shall be desirable instead of mandatory.	М	М
15.	Iron with iron board on request.	М	М
16.	Internet Connection.	D	М
17.	15 amp earthed power socket in the guest room.	М	М
18.	Telephone with extension facility in the room. Incase of silver category homestays only, telephone with extension facilities shall be desirable instead of mandatory.	D	М
19.	Wardrobe with at least 4 clothes hangers in the guest room.		М
20.	Shelves or drawer space in the guest rooms.	М	М
21.	Complimentary aqua guard/RO/mineral water.	М	М
22.	Good quality chairs, working table and other necessary furniture.	М	М

23.	Washing machines/dryers in the house with arrangements for laundry/dry	D	М
	cleaning services.		
24.	Refrigerator in the room.	D	М
25.	A lounge or seating arrangement in the lobby area.	D	М
26.	Heating and cooling to be provided in enclosed public rooms.	D	М
27.	Garbage disposal facilities as per Municipal laws.	М	М
28.	Energy Saving Lighting (CFL/LED) in guest rooms and public areas.	М	М
29.	Acceptance of cash/cheque/D.D.	М	М
30.	Message facilities for guests.	М	М
31.	Name, address and telephone number of doctors.	М	М
32.	Left luggage facilities	D	М
33.	Safekeeping facilities in the room.	D	М
34.	Smoke/heat detectors in the house.	D	D
35.	Security guard facilities	D	М
36.	Fire extinguisher/Fire fighting system	D	М
37.	Maintenance of register (physical or electronic format) for guest check-in and	М	М
	check-out records including passport details in case of foreign tourists.		

<sup>\* &#</sup>x27;M' stands for mandatory

Note:- The grading in the various categories will depend on the quality of accommodation, facilities and services provided.

<sup>\*\* &#</sup>x27;D' stands for- desirable.

#### **ANNEXURE - II**

#### Facilities and Services to be provided in Homestays

- a) Guest Room: The following services/facilities shall be provided to all guests which are mandatory:
  - i) The establishment should be properly cleaned, protected with fire safety equipment and well-constructed.
  - ii) A clean change of bed and bath linen daily and between check-in.
  - iii) Establishment should provide clean, filtered water for consumption of guests.
  - iv) Chairs Shelves/drawer space.
  - v) Sufficient lighting (1 lamp per bed).
  - vi) Wastepaper basket.
  - vii) Opaque curtains or screening at all windows.
  - viii) A mirror at least half length (3 ft).
  - ix) Energy saving lighting.
- b) Bathrooms: The following services/facilities shall be provided to all guests which are mandatory:
  - All bathrooms have western style WC.
  - ii) 1 bath towel and 1 hand towel to be provided per guest.
  - iii) Sanitary bin.
  - iv) Floors and walls to have non-porous surfaces.
  - v) Water saving taps and showers.
  - vi) Energy saving lighting.
  - vii) Necessary equipment for cleaning of toilets and waste disposal.
  - viii) Appropriate water and electric facility with ventilated lighting
- c) Public Area: The following services/facilities shall be provided to all guests which are mandatory:
  - i) No smoking signages to be displayed in all public areas.
  - ii) Adequate space should be available in the unit for parking.
- **d) Guest service:** The following services/facilities shall be provided to all guests which are mandatory:
  - i) Acceptance of all common credit cards and facility/infrastructure for accepting/making payments by digital transactions.
  - ii) Assistance with luggage on request.
  - iii) Facilities for recording messages for guests to be made available".

- iv) Name address and telephone number for emergency services such as Doctor, Fire and Police should be provided in every room".
- **e) Safety and Security:** The following services/facilities shall be provided to all guests/staff which are mandatory:
  - i) First aid kit is mandatory in each establishment.
  - ii) All doors (room and bathroom) should have functioning locks, which can secure on the inside and outside.
- f) Eco Friendly Practices: The following services/facilities shall be provided which are mandatory:
  - i) Waste management, including wastes segregation should be followed as per rules issued/practices adopted by concerned panchayat/local body. All rooms, common area, toilets to have waste disposal facilities according to the procedure"



# Government of Goa Department of Tourism 2nd Floor, Paryatan Bhavan Patto Plaza, Panaji, Goa – 403 001

#### APPLICATION FOR AVAILING INCENTIVES UNDER HOMESTAY AND BED & BREAKFAST POLICY

Sr No.	Particulars	Details
1.	Registration Number	
		(As provided by Department of Tourism, Government of Goa)
2.	Name of the Applicant	
3.	Name of the Homestay/B&B Establishment	
4.	Contact Number	
5.	Email ID	
6.	Address	
7.	Reimbursement amount on Registration fee Reimbursement amount on expenditure on Furniture and Furnishings Reimbursement of Travel and Accommodation Expenditure for the	
8.	Domestic Tradeshow	
9.	Total amount of reimbursement:	INR
10.	Other relevant information:	

#### Note:

- 1. All the supporting documents related to the details of particulars provided above should be enclosed.
- 2. All documents / authorizations / approvals / clearances / licenses / NOCs etc. should be in the name of the Applicant or the Applicant Entity
- 3. The reimbursement shall be done after a period of 1 (one) year of operations of the homestay/B&B facility after due inspection by officials of the Department of Tourism, Government of Goa.
- 4. The Department of Tourism shall also verify that the establishment is operational after 2 (two) years from the year of reimbursement of the amount, failing which the concerned beneficiary shall refund back the reimbursed amount to the Government.