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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 scheme.
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/Assignee of the establishment along with his/her family is physically residing in the same establishment and letting out minimum 1 (One) 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/Assignee of the establishment does not reside at the establishment himself/herself, but an Assignee, so designated by him/her resides in the establishment premises for providing the necessary services to the visitors/guests. The establishment should have a minimum of 1(One) 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.
Assignee	:	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 Scheme.
Local	:	A Person residing within the jurisdiction of Goa, for atleast 15 years or whose parents have been resident of Goan Panchayat/municipality for the last 15 years on the date of making application.

## 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 8.4 million Domestic Tourists and nearly a million Foreign Tourists in the year 2023.

In addition to the strong dynamism and vibrance that Goan coast line 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 Scheme" to standardize services to the tourists through homestays and B&Bs, also to supplement the availability of accommodation options of the state.

## 3. Objectives

The objective of the Homestay and Bed & Breakfast Scheme is to incentivize tourism in hinterland areas of Goa and promote the DoT's vision of "Goa Beyond Beaches." It aims to encourage women and youth to engage in the tourism business, fostering inclusive and sustainable economic growth.

3.1 The key objectives of this Scheme are:

- To streamline the registration process through Ease of Doing Business (EODB) 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.
- To foster job creation for rural and youth right in their villages.
- To provide various partnership supports and provide incentives in the seven talukas located in the hinterlands for the enhancement of Homestay and Bed and Breakfast ecosystem in Goa.

#### 4. Applicability of the Scheme for Incentives

- 4.1 As per "The Goa Registration of Tourist Trade Act, 1982, and Rules 1985", all entities or individuals providing tourism services in Goa must register with the Department of Tourism, Government of Goa. Therefore, all existing and upcoming homestay and B&B establishments are required to complete registration with the Department of Tourism, Government of Goa before commencing operations. This registration must be renewed periodically, with the initial certification valid for one year and subsequent renewals following the Department's current procedures. Additionally, the Government's Ease of Doing Business (EODB) initiative will streamline the registration and renewal processes, making compliance more efficient and accessible for tourism service providers.
- 4.2 Department of Tourism shall scrutinize & decide the grant to be sanctioned under the scheme as per the criteria notified separately.
- 4.3 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 Scheme. The same shall be required to be renewed as per extant prevailing process being specified Department of Tourism, Govt. of Goa.
- 4.4 The scheme shall be applicable to all the homestay/B&B establishments in the state of Goa falling within the purview of the existing Acts & Byelaws. However, the primary focus of the scheme is to promote tourism in the hinterlands of the state, hence, currently the fiscal & Non Fiscal incentives (as per the clause 6.1) shall only be applicable to all existing or upcoming homestay and B&B establishments in the following talukas of Goa:
- 4.4.1. Sattari
  - 4.4.2. Dharbandora
  - 4.4.3. Sanguem
  - 4.4.4. Bicholim
  - 4.4.5. Ponda
  - 4.4.6. Quepem
  - 4.4.7. Canacona
- 4.5 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 Scheme, may suitable extend the applicability of this Scheme and consequently the incentives to any additional village/talukas in the state that are beyond the list as specified in clauses 4.4.
- 4.6 The Scheme 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. Process of signing up of homestays and B&Bs for availing incentives

##### 5.1 Signing up Process:

- a) The applicant can apply for signing up with Department of Tourism, Government of Goa through the following modes:
  - Offline Mode: Submitting the hardcopy of the requisite documents (ID Proof, Ownership Document, GST Certificate) at, 1st floor, Registration desk, Paryatan Bhavan, Patto, Panajim, 403001

- Online Mode: Uploading and submitting the scanned copy of the requisite documents on Department of Tourism Dashboard through [www.goaonline.gov.in](http://www.goaonline.gov.in).

- b) Based on the order No. NS/3(865)/2022-DT/126 issued by the Department of Tourism, Government of Goa with the simplified procedure for signing up and renewal of tourism trades, the mandatory documents shall be submitted along with the application form as mentioned in Annexure III
- c) The Homestay and B&B establishments already registered with the Ministry of Tourism, Government of India, must also register with the Department of Tourism, Government of Goa. To access incentives, they are required to sign up with the Department of Tourism, Govt. of Goa. The following documents shall be required to avail the incentives.
  - Registration Certificate with Ministry of Tourism, Government of India
  - Registration Certificate with the Department of Tourism, Govt. of Goa
  - KYC document (Aadhar card/Driving License/Passport/PAN Card)
- d) The registration form provided in Annexure III should be complete in all respects and free from all deficiencies, being made online, and offline confirmation of receipt of the 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.

5.2 After applying for incentives, the Department of Tourism, Government of Goa, may conduct an inspection of the respective Homestay/B&B establishments to verify compliance with the standards specified in the application form. 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 the case of dissatisfaction with the decision of the categorization on classification, the unit may appeal to the Department 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.

## 6. Incentives for Homestays and B&Bs

### FISCAL BENEFITS:

- 6.1 a) Eligible homestay as per clause 4.2 will receive a comprehensive grant of Rs. 2,00,000/- (Rupees Two Lakh only) as direct financial support for the development and enhancement of the homestay. This grant is provided as a one - time assistance and is not subject to reimbursement conditions.
- b) Each homestay and B&B establishment registered with the Department of Tourism is eligible for participation in one Domestic Trade Show per calendar year and a 50% reimbursement of travel and accommodation expenses, up to INR 50,000, during the first year of operations. This reimbursement will be processed after one full year of operations. The Department of Tourism reserves the right to

select one Homestay and one B&B establishment for participation in any one Domestic Trade Show per calendar year. The above-mentioned fiscal incentives shall be applicable only for the purposes stated above during the tenure of this Scheme.

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 Scheme or both, as the case may be, for the purposes of promotion or furthering the objectives of this Scheme and depending on the extant rules, regulations and market scenario.

#### NON-FISCAL BENEFITS:

6.2 Other support for Homestays and B&B establishments (as per the clause 4.1 of this Scheme), that are registered with the Department of Tourism, GOG, shall be eligible for the following non-financial benefits subject to compliance with guidelines:

- a) The Homestays that are already registered with the Ministry of Tourism (MOT) must also register with the Department of Tourism (DoT) to qualify for benefits under this scheme.
- b) Provision of free T.I.M.E and free/subsidized software for operation of homestays.
- c) 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.
- d) Homestay Establishments, once registered with the Department of Tourism, GoG, shall be duly publicized and subject to all provisions of the license issued.
- e) Promotion of homestays in the event calendar along with the local fairs and festivals.
- f) Facilitating collaboration with Experiential Tour operators for promotion of homestays as a part of Experiential Tourism Circuits.
- g) Recommend to various statutory authorities in securing the necessary permissions, NOCs and clearances for registration and operation of homestays.
- h) Facilitating creation of Self-Help Groups for collateral free loans.
- i) Free training support from industry professional including but not limited to Hospitality, Accounts, Marketing and Tour Operations.
- j) Professional advice by experts for improvements of the service delivery.
- k) Provide priority access for homestays to the 24\*7 tourism hotline for assistance with guest queries.

#### 6.2.1 PARTNRESHIP SUPPORT:

- a) Other support for homestays and B&B establishments (as per the clause 4.1 of the Scheme), that are registered with the Department of Tourism, GOG, shall be eligible for the partnership support from various organizations who has signed the MoUs with DoT, GOG for the promotion of hinterland tourism under the concept of 'Goa Beyond Beaches' to promote Homestay and Bed & Breakfast ecosystem for the enhancement of tourism in Goa.

#### 7. Process for availing Incentives

The eligible Homestay owners (as per clause 4.1 of the scheme) shall be required to apply for availing the incentive/reimbursement by submitting the following hardcopy documents to Department of Tourism, Government of Goa:

select one Homestay and one B&B establishment for participation in any one Domestic Trade Show per calendar year. The above-mentioned fiscal incentives shall be applicable only for the purposes stated above during the tenure of this Scheme.

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- g) Recommend to various statutory authorities in securing the necessary permissions, NOCs and clearances for registration and operation of homestays.
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- i) Free training support from industry professional including but not limited to Hospitality, Accounts, Marketing and Tour Operations.
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#### 7. Process for availing Incentives

The eligible Homestay owners (as per clause 4.1 of the scheme) shall be required to apply for availing the incentive/reimbursement by submitting the following hardcopy documents to Department of Tourism, Government of Goa:

## 7.1 Reimbursement of Travel and Accommodation Expenditure for the Domestic Tradeshow

- a) Reimbursement/Grant form as per Annexure - III
- b) Copy of signing up 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 Scheme 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.

## ANNEXURE - I

## CHECKLIST FOR HOMESTAY/ BED &amp; 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.	M	M
2.	Sufficient parking with adequate road width	D	M
3.	Guest rooms: Minimum one 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;	M	M
6.	Attached private bathroom with every room along with toiletries. In case of silver category homestays only, attached private bathroom shall be desirable instead of mandatory.	M	M
7.	Minimum size of each bathroom in sq.ft.	30	40
8.	WC toilet to have a seat and lid, toilet paper	M	M
9.	24 hours running hot & cold water with proper sewerage connection. In case of silver category homestays only, hot water should be provided on demand or at fixed timings.	M	M
10.	Water saving taps/shower	D	M
11.	Well maintained smoke free, clean, hygienic, odour free, pest free kitchen	M	M

12.	Dining area serving fresh Continental and/or traditional Indian breakfast.	M	M
13.	Good quality cutlery and crockery	M	M
14.	Air-conditioning & heating depending on climatic conditions with room temp. between 20 to 25 degrees Centigrade in the offered room. In case of silver category homestays only, air-conditioning and heating facilities shall be desirable instead of mandatory.	M	M
15.	Iron with iron board on request.	M	M
16.	Internet Connection.	D	M
17.	15 amp earthed power socket in the guest room.	M	M
18.	Telephone with extension facility in the room. In case of silver category homestays only, telephone with extension facilities shall be desirable instead of mandatory.	D	M
19.	Wardrobe with at least 4 clothes hangers in the guest room.	M	M
20.	Shelves or drawer space in the guest rooms.	M	M
21.	Complimentary aqua guard/RO/mineral water.	M	M
22.	Good quality chairs, working table and other necessary furniture.	M	M
23.	Washing machines/dryers in the house with arrangements for laundry/dry cleaning services.	D	M
24.	Refrigerator in the room.	D	M
25.	A lounge or seating arrangement in the lobby area.	D	M
26.	Heating and cooling to be provided in enclosed public rooms.	D	M
27.	Garbage disposal facilities as per Municipal laws.	M	M
28.	Energy Saving Lighting (CFL/LED) in guest rooms and public areas.	M	M
29.	Acceptance of cash/cheque/D.D./UPI	M	M
30.	Message facilities for guests.	M	M
31.	Name, address and telephone number of doctors.	M	M
32.	Left luggage facilities	D	M
33.	Safekeeping facilities in the room.	D	M
34.	Smoke/heat detectors in the house.	D	D
35.	Security guard facilities	D	M
36.	Fire extinguisher/Fire fighting system	D	M
37.	Maintenance of register (physical or electronic format) for guest check-in and check-out records including passport details in case of foreign tourists.	M	M

\* 'M' stands for mandatory

\*\* 'D' stands for- desirable.

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

## 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:
- i) 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”

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ANNEXURE - III



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  
 SCHEME

Sr. No.	Particulars	Details
1.	Signed-up 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 of Travel and Accommodation Expenditure for the Domestic Tradeshow	
8.	Enclosures (whichever is applicable for the specific incentive) a) Copy of signed- up certificate with Department of Tourism, Government of Goa b) Cancelled cheque c) Original Tickets/Boarding Passes and Original payment receipt of Accommodation.	

9.	Total amount of reimbursemen/Grant:	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.

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#### Annexure-IV

**1. Guidelines for Operations of Homestays/B&Bs**

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

- 1.1 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.
- 1.2 The owners of the signed-up homestays/B&B shall not use the homestay/B&B unit for any other commercial purpose other than Tourism related activities/services.
- 1.3 The homestay/B&B owners/Assignees should ensure the mandatory use of “T.I.M.E software” developed by GEL.
- 1.4 The homestay/B&B owners/Assignees should mandatorily submit the C-forms for all foreign tourists, staying in the homestay/B&B.
- 1.5 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.
- 1.6 Every signed-up 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 signed-up 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 and such other illegal activities.)
- 1.7 Homestay/B&B owners/Assignees should deal with the tourists promptly and courteously with enquiries, requests, reservations, and complaints amongst others.
- 1.8 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.
- 1.9 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, bird watching 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)
- 1.10 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.

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#### Annexure-V

#### Nuisance and penalties

- 1.1 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.
- 1.2 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.

By order and in the name of the Governor of Goa.

*Kedar A. Naik*, Director of Tourism & ex officio Addl. Secretary.

Panaji – Goa.

Dated: 28-07-2025.