

Department of Tourism

The Tourism Rules and Regulations 2024



Department of Tourism

Ministry of Industry, Commerce and Employment

Royal Government of Bhutan

Thimphu, Bhutan

Department of Tourism

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In exercise of the power vested by Section 11 and 13 of the Tourism Levy Act of Bhutan 2022, the Department of Tourism, Ministry of Industry, Commerce and Employment, hereby frames and issues the Tourism Rules and Regulations 2024 as follows:

CHAPTER 1

PRELIMINARY

Title

1. These Rules and Regulations are the Tourism Rules and Regulations 2024.

Commencement

2. These Rules and Regulations come into force on the 26th August 2024.

Application

3. These Rules and Regulations apply to:
 - i The Department of Tourism;
 - ii Service providers providing tourism service;
 - iii Tourist visiting Bhutan; and
 - iv Relevant ministries, Government agencies, civil society organizations, offices, or an individual collaborating with the Department of Tourism in facilitating tourism activities.

Revocation

4. These Rules and Regulations shall revoke the Tourism Rules and Regulations 2022, other rules, regulations, circulars, notifications and other procedures in relation to tourism which are inconsistent with these Rules and Regulations.

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Objectives

5. The objectives of these Rules and Regulations is to:
 - i Facilitate implementation of the Tourism Levy Act of Bhutan 2022;
 - ii Provide effective and efficient services to the tourist in upholding the tourism policy of High Value, Low Volume;
 - iii Provide clear requirements for registration, licensing, and renewal of license for the service provider;
 - iv Provide a code of conduct for the service provider;
 - v Provide standards and processes for assessment, certification, and monitoring; and
 - vi Prescribe fines and penalties.

CHAPTER 2

TOURISM LEVY

Sustainable Development Fee

6. A tourist shall be liable to pay a tourism levy known as the Sustainable Development Fee of USD 200 per night.

Exemption or Concession Levy

7. The Department of Tourism may provide an exemption or concessionary levy rate on the applicable Sustainable Development Fee as provided in Section 9 of the Tourism Levy Act of Bhutan 2022.
8. The preferential Sustainable Development Fee of Nu.1,200 per person per night for tourists from India will remain in effect for two years, following which it may be reviewed and revised in keeping with the principle of the preferential rate.

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Payment of Sustainable Development Fee

9. A tourist or service provider who receives a payment from tourists shall pay applicable Sustainable Development Fee as per the procedure prescribed by the Department of Immigration when applying for visa or permit, whichever is applicable.
10. A tourist or service provider who receives payment from tourists shall pay applicable Sustainable Development Fee including extension for duration of their stay as per the procedure prescribed by the Department of Immigration.

CHAPTER 3

TRAVEL ARRANGEMENT

Visa or Permit

11. A tourist visiting Bhutan or Bhutanese service provider on their behalf shall apply for visa or permit as per the procedures prescribed by the Department of Immigration.
12. A tourist or licensed service provider on their behalf shall submit an application for a visa or permit including delay or extension and pay the Sustainable Development Fee as per the procedure adopted by the Department of Immigration.
13. A tourist with a visa or permit shall be allowed to visit any areas, except those which fall within the restricted and prohibited areas. Tourists shall be allowed to visit restricted areas identified as trekking routes by the Department of Tourism, if accompanied by trekking guide.

Fees and Charges

14. An entry fee to visit sites designated and notified by the relevant agency from time to time may be levied to those visiting such sites.

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Planning Tour

15. A tourist visiting Bhutan shall arrange:
- i Accommodation;
 - ii Tour guide; and
 - iii Transportation including airport pick-up.

Accommodation Service

16. An accommodation certified by the Department of Tourism or authority identified by the Department of Tourism shall provide the accommodation services to the tourist. Tourists may refer to a list of accommodations certified by the Department of Tourism.
17. An accommodation provider or tour operator shall arrange accommodation.
18. An accommodation provider shall register the required information of the tourist and submit the information to the Department of Tourism.
19. In areas that do not have certified accommodation or where certified accommodation is inadequate, the Department of Tourism may approve alternative means of accommodation with certain prescribed conditions.

Guide Service

20. A tour guide shall be mandatory for all tours except until the first designated check point.
21. A tourist shall engage a guide with relevant specialization based on the nature of the tour as provided in these Rules and Regulations.
22. One guide shall be arranged per vehicle, except for motorbikes. However, for vehicles carrying more than 12 tourists, an additional guide shall be required.

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23. The service provider that arranges the guide shall be accountable in case of any issue if a guide acts on the directives of the service provider. A guide shall not be held liable for breach where the tourist has acted contrary to the advice of the tour guide.
24. A service provider may arrange a certified guide. Tourists may refer to a list of guides certified by the Department of Tourism.

Transport Service

25. A service provider may arrange a transport service for the tourist.
26. A tourist visiting Bhutan and traveling beyond the designated point, driving their own vehicle including two-wheelers, may be facilitated upon payment of Nu. 4500 per vehicle per night and upon fulfilling the requirements provided as follows:
- i Payment of applicable fee at the port of entry upon verification and inspection of the vehicle as well as the required documents.
 - ii Produce the valid relevant documents issued by the competent authority of their respective country, which are mainly the following:
 - a. Original driving license;
 - b. Vehicle registration certificate;
 - c. Vehicle insurance;
 - d. Vehicular emission and road worthiness certificate assessed by the Bhutan Construction and Transport Authority of Bhutan; and
 - e. Any other document as per the prevailing rules during the verification.
 - iii A tourist driving a foreign tourist vehicle shall adhere to all relevant rules and regulations including the carrying capacity and road worthiness of the vehicle adopted by the Bhutan Construction and Transport Authority.

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- iv A tourist shall have a licensed Bhutanese tour guide as provided under these Rules and Regulations; and
 - v The foreign tourist vehicle shall be used only for their travel and transportation purposes.
27. A tourist carrying out the motor biking tour using a foreign or Bhutanese registered motorbike shall adhere to the following:
- i Motorbikes shall not be allowed on footpaths, walking trails, mule tracks, core zone of protected areas and any other areas restricted by the Bhutan Construction and Transport Authority and any other relevant authorities.
 - ii A service provider shall ensure that the following are provided for all motorbike tours:
 - a. A motorbike tours shall have a road captain or tour guide with sound knowledge of the road and can lead less than 12 motorbikes;
 - b. Additional road captain and a licensed guide and a shall be required for more than 12 motorbikes; and
 - c. A backup vehicle with first aid kits and emergency support arrangements.

Tour and Sightseeing

28. A tour and sightseeing services shall only be provided by the tour operator.

Package Tour

29. A tour operator registered with the Department of Tourism shall arrange a tour.
30. A tour operator shall ensure that all agreed services in the package are provided to tourists.

Rafting Service

31. A person shall conduct the rafting services as per the rafting guideline adopted by the Department of Tourism.

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Customer Service Policy

32. The service provider shall share the customer service policy developed in accordance with the framework provided by the Department of Tourism to the tourist.
33. The service providers shall have service policy and be made easily available for reference.

Payment of Service

34. The payment for service shall be made as per the agreed terms and conditions.
35. The service provider shall have no obligation to provide the agreed service to the tourist if the payment has not been received by the service provider as per their terms of service.

Lack of Conformity

36. When the lack of conformity affects the performance of the agreed services, a tourist may:
- i Seek reimbursement of the related expenses provided they were necessary, reasonable and appropriate to the services in case a tourism service provider does not remedy the lack of conformity, without delay.
 - ii Either terminate the agreed arrangement without paying any cancellation fee or seek an adequate and fair price reduction for the part of services not performed.
37. The service provider shall not be liable if it proves that the lack of conformity is attributable:
- i To the tourist; or
 - ii Third-party who has no connection with the provision of the services agreed, and is unforeseeable or unavoidable; or
 - iii Due to unavoidable and extraordinary circumstances or emergency situations which could not have been foresee.

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Notice of Non-Performance by the Service Provider

38. Where the service provider is aware of not being able to fulfill part or all of its obligations, prior to the start of the performance of the agreed services, it shall notify a tourist, without undue delay as well as of possible solution and the rights to which they are entitled under applicable laws.

39. A tourist shall be entitled to a 100% refund in case of cancellation by the service provider.

Cancellation of Services

40. A tourist may cancel the agreed tourism service at any time before the start of the service or in the course of providing the services upon payment of cancellation fee. The cancellation fee shall be based on the cancellation policy of the respective service providers.

41. While the cancellation shall be in accordance with the service provider's service policy, if there are no clear provisions for cancellation and refund in the service provider's service policy, the Department of Tourism shall facilitate the resolution of any dispute related to the cancellation and refund as provided below:

- i 100% refund if cancellation is within eight or more days from the effective date of service;
- ii 50% refund of the agreed service cost if cancellation is within four to seven days from the effective date of service;
- iii 20% refund of the agreed service cost if cancellation is within two to three days from the effective date of service; or
- iv No refund if cancellation is within 24 hours from the effective date of service or later.

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Force Majeure Event

42. In case of force majeure events such as issues relating to domestic flights, Bhutanese flight to international sectors, national and international disasters, the tourist or service provider shall be entitled to the refund of:

- i Allow to change booking dates without additional charges; or
- ii 100% of the agreed service cost if the event happens four or more days prior to the availing of services; or
- iii 80% of the agreed service cost if the event happens within three days from the date of availing of services.

Process of Refund

43. Service providers shall pay an applicable refund without delay, once the cancellation is confirmed and agreed upon.

44. Service providers shall bear the transfer charges where the services are cancelled by service provider although the charges for the transfer of refund shall be deducted from the amount to be refunded if cancelled by the tourist.

Conduct of the Tourist

45. A tourist visiting Bhutan may seek the help of a service provider or relevant agency to understand the laws of Bhutan and the code of conduct provided by the Department of Tourism or any other relevant agencies.

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Accident

46. The standard operating procedure or guideline will guide if there are any cases of serious injury or death of a tourist.

Data Protection

47. The service provider shall refrain from sharing any data, including fraudulent, deceptive, misleading, or incorrect data, to agencies or persons other than the lawful authority.

CHAPTER 4

TREKKING

Trekking Permit

48. A tour operator shall provide trekking services.
49. A trekking group shall obtain a valid trekking permit from the respective agency for places that require permit for trekking tours.
50. A tour operator shall arrange a licensed trekking guide with the necessary permit to lead every trekking tour. Every trekking group shall be equipped with appropriate safety and communication equipment.
51. A tourist of 18 years and below may be allowed to trek only with their parents or guardian or with the permission of a parent or a guardian, which shall be communicated in writing.

Responsibilities of a Tour Operator and Trekking Guide

52. A tour operator shall:

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- i Ensure that guide conduct trek only on designated trails and camp at the campsites identified, updated and notified by the Department of Tourism from time to time;
 - ii Assign one trekking guide for every seven tourists and maximum of 15 tourists in case accompanied by a tour leader;
 - iii ensure that the trekking group shall abide by dos and don'ts issued by Department of Tourism from time to time; and
 - iv Provide insurance coverage for trekking guides.
53. A trekking guide may inform the Department of Tourism of any waste irresponsibly discarded by the other group at the campsite or trail.
54. A trekking guide and the team must ensure that they take care of their own waste. It is to be ensured that a trekking guide and the team bring back non-biodegradable waste and biodegradable waste is buried properly.

CHAPTER 5

TOURISM SERVICE STANDARD

Tourism Product and Activity

55. The tourism activity shall be permitted as provided by the relevant law unless where it is identified by any relevant authority or as per law as prohibited area or activity.
56. All Tourism products shall be registered and certified with the relevant authority.

Service Provider

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57. A person shall require valid license, registration and or certification as applicable to provide and promote tourism services.
58. The Department of Tourism shall maintain the record and registry of service providers.
59. The tourism service provider shall maintain the current deposit account (CD) in any of the registered banks of Bhutan to receive and make payments related to the business operation as required by the Ministry of Finance.

Name of the Tourism Business Provider

60. The name of the tourism business establishment shall be governed by the Trade and Industry Rules.
61. The service provider proposing the name shall be liable for any legal issue or grievances submitted by the third party against the approved names and the Department of Tourism shall not be liable for any disputes arising from such concerns.

Refusal to Grant Technical Clearance

62. The Department of Tourism may refuse to grant a technical clearance if an applicant:
- i Has failed to comply with the requirements of these Rules and Regulations;
 - ii Has submitted the documents fraudulently;
 - iii Is declared unsound and insolvent by competent authority;
 - iv Is prohibited to carry out business by law, agreement or nature of employment;
 - v Is disqualified by the Department of Tourism for having contravened any tourism laws; and
 - vi Is disqualified under any laws in force.
63. A technical clearance may be refused in case of a joint or partnership applicant where one or both partners contravenes the requirements of these Rules and Regulations.

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Fees

64. An applicant or service provider availing various tourism-related services from the Department of Tourism shall pay an applicable fee as provided in **Schedule 1** of these Rules and Regulation.

Change in Name of the Service Provider or Information

65. The service provider applying to change the name of the business establishment shall submit an application to the Department of Tourism in prescribed form along with the required documents provided in the form.
66. The service provider shall ensure that the proposed name of the business establishment shall be governed by the Trade and Industry Rules.
67. The service provider shall, within seven days after the date of change in any of the following information, notify the Department of Tourism:
- i Contact number including email address;
 - ii Domain address of the website; and
 - iii Details of the key employees.

Change of Ownership

68. In case of legal transfer of the business to a new owner, the joint application requesting clearance shall be submitted to the Department of Tourism by the license holder and new owner in the prescribed form along with required documents provided in the form. In case of change of ownership by succession, the new owner shall submit the order of the Court validating the lawful ownership of the license.

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69. A transferee shall undergo an induction course before the license is lawfully transferred or be able to retain the employee who has attended the induction course. The details of the service provider on the portal may be suspended until the owner or key employee attends the induction course.
70. Any license transferred under these Rules and Regulations shall be held subject to the condition on which it was originally granted.

General Roles and Responsibilities of a Service Provider

71. Notwithstanding the specific roles provided for each service provider, the service provider shall discharge the general roles and responsibilities provided as follows:
- i Act as the service provider and shall in all manner conduct business operations that will contribute towards strengthening Brand Bhutan, and shall initiate activities that will promote tourism for Bhutan.
 - ii Have adequate knowledge and understanding of the relevant Acts, policies, guidelines and standard requirements, and disseminate information to tourist and service providers for them to abide by the requirements of relevant legislations at all times.
 - iii Provide feedback for the improvement of services and decision making.
 - iv Support the Department of Tourism in monitoring activities such as reporting of any acts by other service providers, tourists or any people contravening the laws, guidelines and standards.

General Code of Conduct and Ethics for a Service Provider

72. Notwithstanding the specific code of conduct and ethics provided separately, every service provider shall adhere to the general code of conduct and ethics as follows:
- i Exhibit Bhutanese values and uphold the tradition and culture of Bhutan in support of Brand Bhutan.

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- ii Be hospitable, reliable, dependable and trustworthy.
- iii Act and deal with every tourist in an honest, fair and transparent manner with no discrimination in any form while providing the services;
- iv Deal promptly and courteously with all enquiries, requests, bookings and correspondences from tourist or any other person;
- v Disclose any condition or restriction transparently in any advertisement or promotional material on the goods or services included and offered and refrain from the false promotion of products or services that may mislead or promise beyond what can be delivered;
- vi Ensure that all information shared with tourist is verified and validated to avoid any false information;
- vii Ensure all tourist are treated equally and the service provided is of equal value for the equal price;
- viii Ensure that the price quoted for goods or services shall be the total cost including any taxes or other charges payable by a tourist;
- ix Exercise reasonable skill, care, and diligence in carrying out business;
- x Refrain from charging tourist for goods or services that are available for free;
- xi Allow tourist to buy from any retail outlet or facilitate buying goods including travel services offered by another supplier;
- xii Refrain from arbitrarily withholding money, passport, personal documents or other personal belonging of tourist;
- xiii Report and return any property or luggage to the lawful owner or notify the appropriate authorities if aware of tourist having left behind any baggage or object; and

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- xiv Refrain from engaging in any form of exploitations including sexual exploitation and touting practices.
- xv Settle all applicable dues including service provider bill, airfares, and refund within one month from the date of the departure of the tourist or as agreed between the two service providers.
- xvi Refrain from promoting unethical practices including giving commissions or rebates to other service providers to gain leverage.

CHAPTER 6

TOUR OPERATOR

License

73. A tour operator shall hold a valid license issued by the Ministry of Industry, Commerce and Employment and shall be authorized to operate:
- i Inbound tour;
 - ii Outbound tour; and
 - iii Domestic tour.
74. The technical clearance issued by the Department of Tourism shall be a prerequisite for the issuance of a tour operator license.

Requirements for Technical Clearance

75. A person applying for a tour operator license shall fulfill the following requirements:

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- i Be a Bhutanese national with a minimum age of eighteen years;
- ii Have a minimum qualification of Class XII or equivalent, or an undertaking assuring a key employee who fulfills the minimum qualification to manage the business;
- iii Proposed name of the establishment;
- iv Attend an induction program conducted by the Department of Tourism or any other institute identified for that purpose or send a key employee for the induction program or recruit a person who has attended the induction program in the past as a key employee; and
- v Payment of applicable fees.

Technical Clearance for Licensing and Registration

76. An application procedure for obtaining a technical clearance shall be as follows:

- i An applicant shall submit an application in prescribed form along with the required documents provided in the form.
- ii The Department of Tourism shall verify the application and documents, and inform the status of the application within two working days from the date of submission.
- iii The license shall be processed within 30 days from the receipt of the technical clearance issued by the Department of Tourism. A fee may be applicable if the technical clearance needs to be reprocessed after an expiry of validity.

Renewal of License

77. The duration of the license and fee shall be as set by the Ministry of Industry, Commerce and Employment.

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- 78. A tour operator shall ensure that the license is renewed as per the renewal period.
- 79. The registry of the tour operator on the Department's portal shall be suspended if the tour operator fails to renew the license as required.
- 80. A tour operator shall meet all the requirements provided under Section 77 of these Rules and Regulation for the clearance of license renewal.

Specialization in Tourism Products and Services

- 81. A tour operator may specialize in product or service offerings as per the Tourism Product Development Guideline.
- 82. Notwithstanding the categories mentioned in the guideline, the certification may reflect specialization in specific products as decided by the Department of Tourism based on the market demand.
- 83. A tour operator may specialize in one or more areas of specialization. An independent team of experts may assess the level of specialization of a tour operator for certification.
- 84. Assessment may be based on criteria provided by the Department of Tourism, which may be subject to review from time to time.
- 85. A tour operator may use the specialization certificate to promote their business. The Department of Tourism may also support in promoting the specialized tour operator on various platforms including the Department's portal.
- 86. The certificate shall be valid for two years and shall be subject to review.
- 87. A tour operator shall be required to provide a self-assessment report as part of the application for a specialization certificate.

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88. The certificate may be revoked and the tour operator may be barred from the certification process if found not adhering to the requirements.

Roles and Responsibilities of Tour Operator

89. In addition to the general roles provided for service providers in Section 71 of these Rules and Regulations, the tour operator shall discharge specific roles and responsibilities as follows:

- i Organize tour packages for tourists upon their request. The tour operator shall provide efficient and professional services to the tourist-based on the agreed arrangement with the tourist.
- ii Assist the tourist in some or all of the following areas, based on the agreement between the tour operator and the tourist:
 - a. Provision of tourism products or services;
 - b. Arrangement of transportation;
 - c. Arrangement of guide;
 - d. f accommodation;
 - e. Payment of applicable fees;
 - f. Assisting travel plans and booking reservations;
 - g. Facilitating tourist on any other services required for the tour; and
 - h. Facilitating visa or payment of Sustainable Development Fee.
- iii Oversee all the day-to-day tasks and supervise, motivate and train their staff and service providers to develop the capacity to professionalize the services.
- iv Develop and offer authentic, creative, and innovative packages or services to diversify the tourist experience.

Code of Conduct and Ethics of Tour Operator

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90. In addition to the general code of conduct and ethics provided for service providers in Section 72 of these Rules and Regulations, the tour operator shall adhere to a specific code of conduct and ethics as follows:

- i Ensure all employees or service providers engaged including tour guide, driver, or any other person, have a valid license, certification or required permission to provide the goods or services, and adhere to the code of conduct specified for the respective service provider;
- ii Ensure that all service providers engaged are briefed on the code of conduct or all other requirements such as religious, environmental, socio-cultural, health and safety practices;
- iii Ensure that tourist is informed on the prevailing culture, heritage, monuments, and prerequisites while visiting tourist sites; and
- iv Ensure that the tourist and service provider engaged do not visit areas that fall under the prohibited and restricted list adopted by the relevant authority.
- v Ensure that all information shared with the tourist through promotional materials and travel itineraries are verified and validated to avoid any false information
- vi Does not undertake unethical marketing and promotion through false and/or misleading offerings to gain undue advantages.

CHAPTER 7

TOUR GUIDE

Categories of Tour Guide

91. The tour guides may be categorized into three levels of competency as follows:

- i Culture tour guide - TG Level I;

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- ii Culture and any area of specialization tour guide -TG Level II;
- iii Tour leader- TG Level III.

92. A tour guide, upon progression to different levels of competency, shall be allowed to take up higher responsibilities as given below:

- i A tour guide at Level I shall:
 - a. Be the culture tour guide and treated as the beginner; and
 - b. Conduct tours in small groups.
- ii A tour guide at Level II shall:
 - a. Complete at least three years at Level I;
 - b. Be considered as an Intermediate practitioner; and
 - c. Conduct culture or specialized tours in a small group.
- iii A tour guide at Level III shall:
 - a. Be considered as the Master tour guide;
 - b. Specialize in trekking and at least additional three areas
 - c. Be allowed to conduct culture, trekking or any specialized tours for a group of maximum 15 tourists;
 - d. Be allowed to train guides and assess competency for Level II and above (in the relevant field of expertise with a record of tours);
 - e. Design and develop course materials or competency test kits (in respective areas of specialization with records of tours conducted);
 - f. Participate as experts in various policy/decision-making processes;
 - g. Be tour leader within Bhutan and in the region; and
 - h. Be allowed to represent the country in an international or national forum.

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93. A tour guide shall fulfill the following criteria to be able to progress up the competency levels:

- i For Level I, a candidate shall:
 - a. Have fulfilled the minimum requirements and completed NC2 ;
 - b. Completed a course to be a culture tour guide; and
 - c. Declared competent by a competent authority.
- ii For Level II, a candidate shall:
 - a. Have completed NC3;
 - b. Have conducted at least five culture tours annually;
 - c. Completed all the annual competency tests; and
 - d. Declared competent in one additional area of specialization by the competent authority.
- iii For Level III, a candidate shall:
 - a. Have completed ND1;
 - b. At least practice five years at Level II;
 - c. Have conducted at least five tours each in three areas of specializations at Level II;
 - d. Declared competent in one additional field by a competent authority
 - e. Have completed all the annual competency tests in at least three areas of specialization;
 - f. Should have done refresher course on wilderness first responder; and
 - g. Led at least three large group tours of 15 tourists each.

94. A tour guide with the valid license when adopting these Rules and Regulations shall be assessed based on the existing level issued by the Department of Tourism.

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License and Renewal Process

95. A tour guide shall initially apply in the field of culture, which shall remain the foundation for all tour guides.
96. To be a tour guide, one shall:
- i Be a Bhutanese citizen with a minimum age of 18 years;
 - ii Have successfully completed at least Class XII or equivalent;
 - iii Be medically fit; and
 - iv Have completed the required courses recognized by the Department of Tourism.
97. A person applying for a cultural tour guide license shall submit an application in the prescribed form along with the required documents provided in the form and pay the applicable license fee.
98. Upon completion of the required course, applicants must register or apply for a license through the Guide Management System within three months of receiving their certificate from Technical and Vocational Education and Training except under unavoidable circumstances.
99. The Department of Tourism shall review the application and inform on the status of the application.

Validity and Renewal

100. A tour guide license shall be valid for one year from the date of issue or as may be notified by the Department of Tourism.
101. A license issued under these Rules and Regulations shall be renewed one month prior to the date of expiry of the validity upon payment of the renewal fee by submitting an application

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in the prescribed form along with the required documents as provided in the form through the Guide Management System.

102. A tour guide who have failed to renew license before the date of expiry may be canceled but may renew the license as follows:

- i Within six months after from the date of expiry: upon payment of late penalty as provided under section 66;
- ii After six months until two years: upon re-assessment and payment of penalty. However, a tour guide shall be denied the renewal of license after three attempts of reassessment test; and
- iii Beyond two years will lead to cancellation of license.

103. Upon informing the Department of Tourism in writing, a license for the tour guide shall remain suspended when participating in any election or if elected. Tour guides shall inform the Department of Tourism within one month from the date of completion of the election process to reinstate their license. The elected guide may process for reinstatement of their license within one month after the completion of their tenure, which shall be subject of re-assessment upon fulfilling all the requirements.

104. A tour guide upon fulfilling other requirements shall be required to clear the competency test every three years at the respective level to be eligible for renewal of the license. A guide failing the competency test at Level I shall be denied the renewal of license after three attempts.

105. A tour guide at a level higher than the level I shall be allowed to renew the license at a lower level depending on their competency and clearing of competency test of that level.

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Specialization of Tour Guide

106. For the purpose of professionalization, the tour guide may be specialized in the following non-exclusive categories:

- i Cultural Heritage
- ii Buddhism and iconography
- iii Spiritual and wellness
- iv Trekking
- v Mountaineering, below 6000 meters
- vi Photography
- vii Agri-tour
- viii Birding
- ix Nature
- x River
- xi Arts & Craft
- xii Mountain biking
- xiii Motor biking

107. The area of specialization in culture shall be the foundation for all other areas of specialization.

108. A tour guide shall be specialized in one or more areas upon fulfilling the requirement of specialization in each field.

109. A tour guide shall fulfill the following requirements to apply for specialization:

- i At least three years of experience as a culture guide;
- ii Be medically fit;
- iii Have valid security clearance; and

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- iv Have completed relevant courses in the field of the particular specialization and declared competent by a competent authority.

Language Specialization

- 110. A tour guide may specialize in different languages of communication.
- 111. Language specialization shall not be included as part of the specialization of product delivery and shall be treated separately.
- 112. A tour guide specializing in different languages shall be subject to regular assessment systems put in place by the Department of Tourism.
- 113. The Department of Tourism shall identify and assign the task of training and assessing of language competency of tour guide to a competent body.
- 114. Language as an area of specialization for the tour guide shall be provided on the Department portal as part of the portfolio.
- 115. A tourist shall choose a guide with the language specialization that they are comfortable with.
- 116. A tour guide shall charge fees based on their language specialization depending on the market forces.

Competency Assessment and Training

- 117. A competency assessment system shall be instituted to professionalize the services for continuous improvement of visitor experiences and raise standards by ensuring that all tour guides keep abreast of their knowledge, skills, and abilities.
- 118. A tour guide shall be required to undergo a minimum training as prescribed by a competent authority

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119. The Department of Tourism shall delegate the responsibility of conducting competency assessment and training to any competent body. The competent body shall, in addition to external experts and institute instructors, engage tour guides at Proficient and Master levels to train, design tests, and carry out assessments.
120. The competent body designated by the Department of Tourism shall be responsible for providing courses and conducting competency assessments for specialization and obtaining various levels in the areas of specialization.
121. The Department of Tourism shall conduct the competency test at least once every two years.
122. Challenges and advancement of knowledge and skills requirements shall intensify with an increase in the level of competency, with level III deemed the most advanced level of assessment.
123. The Department of Tourism or delegated competent body shall provide flexible learning opportunities through a blended learning system for the guides to attend sessions except in areas that require practical/hands-on sessions.

Roles and Responsibilities of Tour Guide

124. In addition to the general roles and responsibilities provided for service providers in Section 71 of these Rules and Regulations, a tour guide shall discharge specific roles and responsibilities as follows:
- i Familiarize tourist with in-depth knowledge of places, history, important social norms, and customs;
 - ii Ensure the safety and security of tourist as per the safety protocols in place;
 - iii Promote tourism products, services, and sites;
 - iv Provide services that will contribute towards strengthening Brand Bhutan;
 - v Be proficient in the relevant policies, social norms, and requirements, and disseminate information to tourist to abide by the requirements at all times;

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- vi Engage in discussions to improve services, policies, and products as and when required.
- vii Assist tourist in booking, registration, and payment for homestay; and
- viii Ensure tourists pay the entry fees and other similar payments to visit or avail services.

Code of Conduct and Ethics of Tour Guide

125. In addition to the code of conduct and ethics provided for service providers in Section 72 of these Rules and Regulations, the tour guide shall adhere to a specific code of conduct and ethics as follows:

- i Abide by all relevant laws in a manner befitting of all circumstances and also ensure tourist abide by the relevant laws in force and help them in understanding the culture and etiquette;
- ii Be sensitive to the interest and values of the tour group and refrain from sharing any personal views on controversial subjects including sex, religion, politics, and derogatory languages;
- iii Strive to provide the highest standard of service in an honest and fair manner and shall not discriminate in rendering services to any tourist based on color, creed, gender, ethnicity, nationality, physical disability, age;
- iv Neither involve in promoting or selling of any prohibited item to tourist nor recommend them to buy such item;
- v Not solicit or accept rebates or commission from any retail shop or establishment as an inducement or reward for recommending tourist;
- vi Not recommend or promote activities to tourists for gainful reasons from the activities like commission or rebates;
- vii Maintain respect for the people besides the cultural, historical, and environmental heritage and conduct accordingly at all times, and communicate with the tourist in an engaging manner;
- viii Not leave waste and litter places that they visit with the tourist;

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- ix Display proper demeanor in front of tourist and be punctual, reliable, honest, conscientious, and tactful at all times;
- x Cooperate with a tour group and other associates by maintaining ethical and professional conduct and cultivating a positive relationship with all colleagues;
- xi Maintain good personal hygiene, dress code, and “Driglam Namzha” while on duty;
- xii Not be under the influence of alcohol, narcotic drugs, or psychotropic substance;
- xiii Not engage in any activities related to the trafficking, distribution, or possession of narcotic drugs;
- xiv Refrain from chewing “Doma and pan” while on duty and shall not smoke and advise tourist the same at places where smoking is prohibited under the law;
- xv Neither collect gratuity by any coercive means nor exhibit dissatisfaction, provide inadequate service or refuse service because of less or no gratuity;
- xvi Not seek monetary or personal favors from the tourist during the tour or after the tour;
- xvii Accord top priority to the safety of the tourist and remind them to be mindful of their personal safety and arrange immediate medical care for the visitors and seek the immediate assistance of the tour operator or relevant agency in case of an accident;
- xviii Not have romantic involvement or sexual liaison with the tourist that results in tarnishing the tourism brand;
- xix Display the guide license or any other documents of identification while on duty;
- xx Abstain from visiting areas that fall under prohibited and restricted areas identified by the relevant authority;
- xxi Provide correct and true information to the tourist;
- xxii Adhere to the rules and norms of any particular premises and shall refrain from demanding any favor, free goods, or services from any service provider; and
- xxiii Respect the itinerary and travel plan of the tourist.

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CHAPTER 8

TOURIST ACCOMMODATION

Categories of the Tourist Accommodation

126. The Department of Tourism may categorize tourist accommodation as follows:

- i Star rated accommodation
- ii Village homestays
- iii Other forms of accommodation such as campsites and eco-lodges.

127. All the tourist accommodation shall be certified by the Department of Tourism based on the standard and classification system set by it or any other relevant agency.

128. The duration of the license and fee shall be as set by the Ministry of Industry, Commerce and Employment.

129. An accommodation provider shall ensure that the license is renewed as per the renewal period.

130. Information of the accommodation provider on the Department portal shall be suspended if the accommodation provider fails to renew the license on time.

Technical Clearance

131. A competent authority shall approve technical clearance for tourist accommodation. The Ministry of Industry, Commerce and Employment shall issue the license to accommodation providers based on technical clearance.

132. Technical clearance from a competent authority shall be one of the requirements for obtaining a license

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133. An applicant desiring to construct a tourist standard accommodation including extension or structural change to the existing establishment shall seek technical clearance from a competent authority. The proponent shall:

- i Submit an application and architectural drawing of an accommodation to a competent authority in prescribed form along with the required documentation provided in the form; and
- ii Be a Bhutanese national with an exception for Foreign Direct Investment projects and a minimum of eighteen years of age.

134. Any changes to the approved design shall require an approval of a competent authority.

Issuance and Validity of the Technical Clearance

135. A competent authority may issue a technical clearance for processing of the license upon completing all the requirements as per these rules and regulations.

136. Processing of hotel license and construction works shall begin within two years from the date of issuance of the technical clearance. The technical clearance shall be valid for a period of two years from the date of issue.

Receipt of Application

137. A competent authority shall review the application and inform the status within 14 working days after the date of receipt of an application.

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Renewal of Technical Clearance

138. An applicant shall submit an application with the following documents to the competent authority and pay applicable fee;

- i Copy of the previous technical clearance issued to the proponent;
- ii Copy of the valid construction permit issued by relevant Dzongkhag or Thromde if applicable; and
- iii Photograph of the ongoing construction.

Change in Design

139. An applicant shall submit changes in the design of accommodation including the extension of existing structures, to the competent authority with clear justification for issuance of new technical clearance.

- i Submit the new architectural drawings; and
- ii Copy of *Lagthram*.

Eligibility Criteria for Homestay

140. To be eligible for assessment, the homestay shall meet the following conditions:

- i An applicant An applicant for homestay shall be a Bhutanese citizen; and
- ii Homestays shall be in rural areas or outside the municipal boundary to minimize the impact of homestays on the tourist accommodation facilities in the urban/municipal area.

141. Notwithstanding Section 141 of these Rules and Regulation, the Department of Tourism may allow homestays if there are no tourist accommodation facilities within the municipal

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boundary. Such exemption shall be reviewed from time to time based on the availability of tourist accommodation facilities in the area.

142. The homestay shall be managed by the host family with a minimum of two physically active members living in the same house and hiring of staff shall not be allowed.

143. The host family shall be a registered household of the village or the community in which the homestay is located.

144. Homestay shall:

- i Be in a traditional building or house and conform to the architecture of the locality; and
- ii Not allocate more than three rooms for guests consisting of six beds in all and a maximum of two beds in each guest room, to ensure the quality services and effective management of homestays.

145. The leasing of the property for setting up a homestay and commercialization of activities outside the scope of homestay operation shall not be allowed.

Operation of Homestay

146. Homestay shall be operated in line with the Operation Manual adopted by the Department of Tourism.

147. Refurbishment, up-gradation, and extension of the building shall be carried out as per the required standards of homestay with the prior approval of the Department of Tourism.

Applying for Homestay

148. An applicant desiring to set up a homestay shall submit an application to the Department of Tourism in the prescribed form along with the required documents provided in the form.

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149. The Department of Tourism shall review the application and inform the status within 14 working days after the date of receipt of an application.

Application for Assessment and Certification

150. An applicant having completed the construction and if ready shall apply for the assessment.

151. An accommodation provider applying for assessment and certification shall submit an application in the prescribed form along with the required documents provided in the form.

152. The Department of Tourism or any other agency or individual authorized by it shall conduct the assessment of the accommodation.

153. The Department of Tourism having received an application shall send the assessment team within three weeks from the date of receipt of a complete application.

154. An accommodation failing to meet the required standards can re-apply for assessment and may be liable to pay the applicable fees. The provider will be obliged to undertake the necessary corrective measures shared in the assessment report.

Certificate of Registration

155. The certificate of registration with the validity of three years shall be issued to an accommodation achieving the required parameter and upon payment of a fee.

156. In case of reassessment after the validity, the complete assessment shall be carried out and in case of any non-conformity during the renewal assessment of the hotel, the accommodation shall have to take necessary corrective action within the timeline granted by the Department of Tourism.

157. An accommodation shall display a certificate of registration in a prominent area.

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158. In case of loss or damage of the certificate of registration, the license upon paying the fee shall submit an application for a new certificate and the damaged certificate shall be surrendered upon the receipt of a new one.
159. In case of suspension or cancellation of the hotel business, the certificate of registration shall be surrendered to the Department of Tourism within 14 days after the date of the suspension or cancellation.
160. The Department of Tourism shall maintain a record of all the certified accommodation and disseminate information to the stakeholders

Renewal of Certificate

161. The certified accommodation providers shall submit an application for re-assessment within three months prior to the expiry of their existing certificate or upon payment of a late fee.

Roles and Responsibilities of Accommodation Provider

162. In addition to the general roles and responsibilities provided for service providers in Section 71 of these Rules and Regulations, an accommodation provider shall discharge the specific roles and responsibilities as follows:
- i Develop and implement a service policy, clearly stating the service standards of guest care, cleanliness, and services.
 - ii Provide accommodation services to the tourist in compliance with standards and requirements to ensure the safety and comfort of the tourist.
 - iii Provide authentic Bhutanese experience to tourist
 - iv Undertake continuous improvement processes to strengthen standards, with robust feedback mechanisms and improvement plans.
 - v Support the development of the employees and staff working in the facility in view of professionalizing the services.

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- vi Develop and provide an advertisement or promotional material about goods or services to promote the hotel and related services for tourists.

Code of Conduct and Ethics of Accommodation Providers

163. In addition to the general code of conduct and ethics provided for service providers in Section 72 of these Rules and Regulations, an accommodation provider shall adhere to a specific code of conduct and ethics as follows;

- i Uphold transparency by:
 - a. Honestly and transparently declaring the rates and related costs of the services and providing payment receipts for all transactions.
 - b. Providing menus with prices for meals in English in addition to any other language.
- ii Deal promptly and courteously with all inquiries, requests, bookings, and correspondence from visitors or any other person including refund and payment of dues;
- iii Ensure that any offer of services, facilities, or amenities to one person shall not prejudice the provision of such services, facilities or amenities to others;
- iv Ensure authentic Bhutanese experiences for the tourist;
- v Comply with all regulatory requirements and disclose conditions or restrictions applying to the supply of the goods or services;
- vi Safely guard money, securities, jewelries, or other valuable objects entrusted by tourist to hotel for safekeeping;
- vii Refrain from installing any facilities that may violate a lodger's privacy, or engage in any behavior that may cause disturbance to the tourist; and
- viii Refrain from selling antiquities in their possession to the tourist.

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CHAPTER 9

TRANSPORT SERVICE

Transportation Registration

164. The transportation used for tourism services shall meet the requirements of Bhutan Construction and Transport Authority.

Roles and Responsibilities

165. In addition to the general roles and responsibilities provided for service providers in Section 71 of these Rules and Regulations, the transportation service provider shall discharge specific roles and responsibilities as follows:

- i Ensure that all transport services conform to the standards and requirements set by the relevant agency;
- ii Ensure the safety and security of tourist as per the safety protocols;
- iii Ensure that the driver employed is also licensed by competent authority; and
- iv Oversee the conduct of their staff including the drivers to be fully trained in safe practices and customer service.

Code of Conduct and Ethics

166. In addition to the general Code of Conduct provided for service providers in Section 72 of these Rules and Regulations, the tourist vehicle driver shall adhere specific code of conduct and ethics as follows:

- i Abide by the Road Safety and Transport Regulations 2021;
- ii Exhibit utmost punctuality, reliability, and honesty at all time;
- iii Maintain good personal hygiene, dress code, and “*Driglam Namzha*” while on duty;
- iv Ensure that the tourist and service providers engaged do not visit areas that fall under the prohibited list identified by the relevant authority;
- v Refrain from engaging in tour operation business unless licensed for tour operation;

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- vi Not provide the services of a guide and driving at the same time;
- vii Not be under the influence of alcohol, narcotics drugs, or psychotropic substances;
and
- viii Refrain from chewing *Doma and pan* while on duty and shall not smoke at places where smoking is prohibited by law.
- ix Not solicit or accept rebates or commission from any retail shop or establishment as an inducement or reward for recommending tourist;
- x Not recommend or promote activities to tourists for gainful reasons from the activities like commission or rebates.

CHAPTER 10

RESTAURANT

167. A restaurants catering to tourists shall meet the standards and requirements set by a competent authority.

Roles and Responsibilities of Restaurant

168. In addition to the general roles and responsibilities provided for service providers in Section 71 of these Rules and Regulations, the restaurants catering to tourists shall discharge specific roles and responsibilities as follows:

- i Provide efficient and professional services to the tourist based on the agreed arrangement with the tourist;
- ii Provide a menu with the price for all meals, describing the fare in English in addition to any other language used; and
- iii Enhance knowledge, skills, and competencies in the operation of restaurants, including giving equal treatment to every customer inside the restaurant.

Code of Conduct and Ethics of Restaurant

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169. In addition to the code of conduct and ethics providers in Section 72 of these Rules and Regulations, the restaurants catering to tourists shall adhere to the code of conduct and ethics as follows:

- i Maintain a clean food preparation, equipment and utensils, premises, and environment for the health of fellow workers and customer;
- ii Ensure that any offer of services, facilities, or amenities to one person shall not prejudice the provision of such services, facilities, or amenities to others;
- iii Institute and inform the tourist on the complaint handling process;
- iv Ensure that the price quoted for a good or service shall be the total cost of the service, including any tax or other charges payable by a tourist;
- v Disclose conditions or restrictions applying to the supply of the services in an advertisement or promotion material;
- vi Not charge tourist for services that are available free to the public; and
- vii Brief employed or arranged staff on the code of conduct and all other requirements.

CHAPTER 11

MONITORING AND DISPUTE SETTLEMENT

Monitoring and Inspection

170. The Department of Tourism or entity authorized by the Department shall carry out periodic monitoring and inspection of service providers on the requirements as provided under these Rules and Regulations. The Department shall determine the level of penalty based on the severity of the offence.

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Power of Inspection and Duty to Provide Information

171. A registered service provider or any person who acts on its behalf shall at all reasonable times and/or upon advance notice, give access to premises where the business is conducted to any officer authorized by the Department of Tourism and provide:

- i Required information; or
- ii Produce for examination such as books, records, computerized documents or other documentation as may be specified in the notice.

Dispute Settlement Committee

172. Any complaint or dispute relating to the provision of tourism services shall be settled by the Department of Tourism or the Dispute Settlement Committee as provided in the Standard Operating Procedure for Handling of Complaint adopted by the Department of Tourism.

173. The Dispute Settlement Committee shall be convened to review the complaint received and the Dispute Settlement Committee shall function as per the procedural guideline adopted by the Department of Tourism.

Complaint Handling Procedure

174. A complaint which is addressed clearly in these Rules and Regulations shall be settled by the Department of Tourism.

175. Dispute Settlement Committee shall not decide without hearing the parties except where such party fail to appear before the Committee without a valid reason, even after receiving due notice.

176. Any criminal complaint received by the Department of Tourism shall be forwarded to the police expediently and without unreasonable delay.

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177. Completion of a criminal trial or civil suit against service providers or any other person engaged in the tourism business shall not preclude the Dispute Settlement Committee from exercising its jurisdiction under these Rules and Regulations.

178. The dealing officer shall maintain an updated list of complaints received, settled and referred to the Dispute Settlement Committee, with details of the parties involved in the dispute and any other relevant information.

CHAPTER 12

OFFENCES AND PENALTIES

Offenses and Penalties for Service Provider

179. An act or omission by the service provider, tourist and any other person contravening these Rules and Regulations shall constitute an offense and shall be liable for a penalty as provided in Schedule 2 of these Rules and Regulations. The Department shall determine the level of penalty based on the severity of the offence.

Enhancement of Penalties

180. The service provider who is guilty of the same or similar act or omission constituting an offense shall on the commission of the next offense or failure to act or omit as required by the Department of Tourism, shall be liable for a penalty in the following order:

- i A fine of Nu.10,000 shall be enhanced to a fine of Nu.25,000;
- ii A fine of Nu 25,000 shall be enhanced to a fine of Nu.50,000;
- iii A fine of Nu.50,000 shall be enhanced to suspend business operations for the maximum period of one year;

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- iv Suspension of business operation shall be enhanced to cancellation of license;
- v Cancellation of license.

181. The Service provider may appeal to the Dispute Settlement Committee against any fine imposed and the decision of the Dispute Settlement Committee may be appealed to the Royal Court of Justice within ten working days from the date of notification.

CHAPTER 13

MISCELLANEOUS

Amendment

182. Amendments will be made to these Rules and Regulations as and when required in consideration of changing circumstances.

Definitions

183. Unless the context otherwise requires;

- i **“Accommodation”** means an accommodation licensed by the Ministry of Industry, Commerce and Employment but certified and registered by the Department of Tourism as per the prescribed accommodation guidelines and standards.
- ii **“Act”** means the Tourism Levy Act of Bhutan 2022 and its rules and regulations.
- iii **“Certification”** means a procedure that assesses, monitors, and gives written assurance that a business, product, process, service, or management system conforms to specific requirements.

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- iv **“Dealing officer”** means an officer designated by the Department of Tourism to handle the complaints with the authority to discharge responsibilities relating to it.
- v **“Designated point”** means an area identified within border towns of Bhutan and notified by the Ministry of Home Affairs from time to time.
- vi **“Dispute Settlement Committee”** means a committee established to discharge the function of resolving any complaints referred under these Rules and Regulations.
- vii **“Hotel”** means an establishment in conventional, traditional or any approved structure, certified and classified during the adoption of these Rules and Regulations as 1 star- 5 star by the Department of Tourism as per the standard and classification system adopted. Where such establishments are made available to the visitor for offering accommodation, food, and beverages and the main occupation of the premises are for carrying on trade as a hotelier.
- viii **“License”** means a certificate, qualification or grade issued by a competent authority.
- ix **“Ministry of Industry, Commerce and Employment”, “Ministry of Infrastructure and Transport”, “Bhutan Food and Drug Authority”, and “Concerned Dzongkhag”** shall be referred to as the competent authority responsible for issuing of tourism business license when adopting these rules and regulations but may also apply to the renamed or recognized entity with the same mandate in future.
- x **“Person”** includes an individual, sole proprietorship, a partnership, a company, an incorporated association and a natural person in his or her capacity as a legal representative and anybody recognized as a separate legal entity.
- xi **“Service provider”** means any natural person or legal person (irrespective of whether privately or publicly owned) in Bhutan, registered and certified to supply tourism products and services.

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- xii **“Sustainable Development Fee”** refers to the tourism levy on all tourists per person per night and is applicable throughout the year as a contribution towards sustainable development initiatives undertaken by the Royal Government of Bhutan.
- xiii **“Tour guide”** means a person with a valid license, who in lieu of monetary compensation, describes or interprets the natural and human resources for the tourist and ensures that professional services and courtesies are laid at the disposal of the tourist.
- xiv **“Tour operator”** means a person with a valid license, who habitually or regularly puts together a tour or package that may comprise of two or more of the following which is offered to the public, directly or through an intermediary, for an inclusive price:
- a. Guided tour;
 - b. Food & accommodation;
 - c. Entertainment;
 - d. Transport; and
 - e. Any other services related to the arrangement of tours.
- xv **“Tourism”** refers to the activity of a visitor and includes trips away from one’s usual environment (residence), for less than a year, for any main purpose other than to be employed by a resident entity in the place visited.
- xvi **“The Department of Tourism”** shall be the competent authority identified and defined under these Rules and Regulation but may also apply to a renamed or reorganized entity with the same mandate in future.
- xvii **“Tourist”** refers to all visitor who travels to a country (inbound/outbound tourism) or place (domestic tourism) other than that in which her/she has his/her usual residence for at least one night but not more than one year, and whose main purpose is visit is

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other than the exercise of activity remunerated (employment) from within the country/place visited.

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SCHEDULE 1

APPLICABLE FEES

An applicable fee for various services provided by the **Department of Tourism** shall be as follows:

SECTION	SERVICES	FEES
CHAPTER 6 TOUR OPERATOR		
76 (iii)	Fee for re-processing of the technical clearance for the tour operator after having failed to process license.	Nu.1000
CHAPTER 7 TOUR GUIDE		
97	License fee for tour guide	Nu.500, (Nu.200 revenue fees and Nu.300 license printing cost)
101	License renewal fee	Nu.500, (Nu.200 revenue fees and Nu.300 license printing cost)
102	Late renewal or late registration fee	Nu.50 per day including public holidays and weekends.
CHAPTER 8 TOURIST ACCOMMODATION		
150	Assessment fee for assessment of hotel (first assessment is without fee)	
	Homestay	Nu. 1000
	1 Star	Nu. 5000

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	2 Star	Nu. 10,000
	3 Star	Nu. 15,000
	4 Star	Nu. 20,000
	5 Star	Nu. 25,000
155	Certificate for accommodation	Nu. 1000
158	Loss or damage of certificate and applying for a replacement	Nu. 1000
161	Late fee for renewal of a certificate	Nu. 50 per day including public holidays and weekends.

SCHEDULE 2

OFFENCES AND PENALTIES

SECTION	OFFENCES	PENALTIES/ACTION
CHAPTER 2 TOURISM LEVY		
6 and 8	A tourist who has failed to pay the applicable Sustainable Development Fee	Three times the applicable Sustainable Development Fee
CHAPTER 3 TRAVEL ARRANGEMENT		

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16 and 19	Failing to arrange accommodation in the tourism-certified accommodation or seek necessary approval.	Fine of Nu. 10,000 per person per night. The service provider shall be liable to pay the fine where such accommodation has been arranged by the service provider.
17,24,25,29,48	Having arranged required tourism services through any person other than those allowed.	The Department of Tourism shall not be liable to take up any grievances or complaints. Any person not identified to arrange the tourism service, arranging such services shall be fined Nu.50,000 for every service arranged.
18	Tourist having failed to provide required and correct information to the accommodation provider or tourist accommodation provider failed to keep the record of the tourist	The accommodation provider may refuse the service by forfeiting the advance payment received in case of failure to provide the required information by the tourist; Fine of Nu.10,000 per person to accommodation provider in case of failure to keep the record of the information.
20 and 22	Failure to arrange a guide or required number of guides for a group.	Fine of Nu. 10,000 per tourist. The service provider shall be liable to pay the fine where the guide service has been arranged by the service provider
26 and 27	Tourist driving their own vehicle beyond the designated point without paying the applicable fee and not adhering to the requirement.	Nu.50,000 per vehicle. The service provider shall be liable to pay the fine where service has been arranged by the service provider.
42 and 43	Service provider failing to refund as provided or directed.	The service provider shall be suspended from the operation of the business for the maximum period

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45	Tourists having failed to abide by the code of conduct and ethics of it.	Minimum of Nu.10,000 per tourist up to a maximum of Nu.50,000 based on the severity of the offence or as may be provided under specific law.
CHAPTER 4 TREKKING		
49	Carrying out trek without a trekking permit.	Fine of Nu.10,000 per person per night.
50 and 52 (ii)	Failure to provide a trekking guide or required number of trekking guides.	Fine of Nu.10,000 per person per night.
52 (i)	Trekking in the non-designated area or camping in the non- designated area.	Fine of Nu.10,000 per person per night.
54	Failure to take care of their own waste	Fine of Nu.10,000 per person per night.
CHAPTER 5 TOURISM SERVICE STANDARD		
57	Providing tourism services without a valid license, certification or registration as required.	Fine of Nu. 50,000 per service.
67	Failure to change the required information.	The service provider shall be suspended from the operation of a business for the maximum period.

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71 and 72	Failure to discharge the roles and responsibilities and adhere to the General Code of Conduct and ethics	Fine of Nu.50,000 for each incident or as may be provided under the specific law.
CHAPTER 6 TOUR OPERATOR		
90	Failure by the tour operator to abide by its code of conduct and ethics.	Fine of Nu.50,000 for each incident or as may be provided under the specific law.
CHAPTER 7 TOUR GUIDE		
125	Failure by the tour guide to adhere to its code of conduct and ethics.	Fine of Nu.25,000 for each incident or as may be provided under the specific law.
CHAPTER 8 TOURIST ACCOMODATION		
163	Failure by the accommodation provider to adhere to its code of conduct and ethics.	Nu.10, 000 for each incident in case of homestay and Nu.50,000 for other accommodation providers or as may be provided under the specific law.
CHAPTER 9 TRANSPORT SERVICES		
166	Failure by transport services that cater to tourist in adhering to its code of conduct and ethics	Nu.10,000 per incident or as may be provided under the specific law.

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CHAPTER 10 RESTAURANT		
169	Failure by restaurants catering to tourist in adhering to its code of conduct and ethics	Nu.25,000 per incident or as may be provided under the specific law.
CHAPTER 11 MONITORING AND DISPUTE SETTLEMENT		
171	Willfully obstructing duly authorized person acting in the exercise of a right conferred by the Act, failure/delay in providing the required information or failing to report to the Department of Tourism when asked without any reasonable justification.	Suspension for the maximum period of six months.