

Guidelines for Travel & Tourism Excellence Awards 2019

Section 1: General Guidelines



Knowledge provider:



Table of Contents

1.	Background.....	1
2.	Invitation for participation	1
3.	Categories of Awards.....	2
4.	Timeline	4
5.	General Rules and Regulations	4
6.	Instructions to Fill.....	4
7.	Evaluation Process	5
8.	Confidentiality	5
9.	Amendment to Guideline.....	6
10.	Clarification / Information	6

1. Background

Travel & Tourism sector is one of the key growth drivers for the Indian economy. It is not only one of the highest foreign exchange earners but also one of the largest employment generators for the country. The future looks bright for travel and tourism, with increasing demand and supply in both inbound as well as domestic tourism.

For the past three decades, FICCI has been working relentlessly with the Ministry of Tourism, Government of India and with the Tourism Departments of various State Governments for the betterment of the Travel & Tourism Industry of India by undertaking various tourism platforms, special initiatives as well as addressing the key industry issues and acting as a catalyst for policy change.

To further the cause of the Travel & Tourism Industry, FICCI in association with Ernst & Young LLP as 'Knowledge Provider' is proud to announce its first edition of Travel and Tourism Excellence Awards 2019 on **August 23, 2019 at The Lalit Hotel, New Delhi**. Ernst & Young LLP brings with them extensive tourism expertise at various levels and have been in the forefront of managing central and state governments programs in developing tourism projects.

The Awards have been conceptualized with an aim to recognize States, Organizations and individuals for their contributions to the Travel & Tourism industry of India.

2. Invitation for participation

- FICCI hereby invites applications for Travel & Tourism Excellence Awards 2019 referred to as "event". **The mode of submission of application can be done through both online or offline platforms.**

- **Participants can apply for the awards by submitting the duly filled Application Form along with supporting documents by post/ email to the below mentioned address/ email:**

Ms. Rajni Singh / Ms. Dolly Issar

FICCI, Federation House, 1 Tansen Marg, New Delhi, 110001.

Ph: +91-11-23487500 / 23487546

Mobile : +91 9871587230 / 8826275246

e-mail: tourism.payments@ficci.com / tourismexhibition@ficci.com

- Participants are advised to provide complete information in the Application Form with documentary evidences as per the list of documents listed with the Application Form to provide sufficient information for establishing the eligibility criteria and other parameters. Application Form with Incomplete or insufficient information shall be duly rejected.
- Last day of receiving the entry both online and offline mode is **15th July 2019 by 5:00 pm**. No extension beyond the due date shall be entertained. Participants should make sure that application reaches within the stipulated time and before the last date. Any delay on the logistics part shall be responsibility of the participants.
- The Award categories can be changed/modified/cancelled as per the discretion of Jury members.
- FICCI/ the Jury reserves the right to audit or ask for any documentary proof or site visits (if required) to validate the information provided. The participants shall provide all necessary support to the FICCI/ the Jury to validate the information.

- The participants have read and agreed to the rules and regulations of the awards and shall always abide by it.
- Clarification/ amendments/ information, if any, will be published in the website i.e. www.ficcitraveltourismawards.com.

3. Categories of Awards

The awards have been categorised into 9 different segments viz. Accommodation Facility, Tour Operators, Infrastructure, Connectivity, Skills, Technology, State tourism initiatives and others. These segments have been further sub-divided into categories based on specific / niche type of services being offered in each segment. Further, some of the award categories have been introduced to encourage innovative sectors.

S. No	Award Category	Number of Awards
A. Accommodation Facility		
1.	Best 3 Star Hotel	01
2.	Best 4 Star Hotel	01
3.	Best 5 Star Hotel	01
4.	Best Heritage Hotel	01
5.	Best Differently-abled Friendly Hotel	01
6.	Best Green Hotel	01
7.	Best Business/MICE Hotel	01
8.	Best Hill Resort	01
9.	Best Apartment Hotel	01
10.	Best Beach Resort	01
11.	Best Wellness Resort	01
12.	Best Debut Hotel	01
13.	Best Bed & Breakfast / Home stay Establishment	02
B. Tour Operator		
1.	Best Inbound Tour Operator	01
2.	Best Outbound Tour Operator	01
3.	Best Domestic Tour Operator	01
4.	Best Inbound Adventure Tour Operator (New Category Added)	01
5.	Best Domestic Adventure Tour Operator (New Category Added)	01

C. Transport and Travel Agency		
1.	Best Transport Company (Passenger services)	01
2.	Best Online Travel Agency	01
D. Connectivity		
1.	Best Domestic Airline	01
2.	Best International Airline	01
3.	Best Domestic Airport	01
4.	Best Railway Station	01
5.	Best Luxury Train	01
E. Infrastructure		
1.	Best Theme Park	01
2.	Best Way Side Amenity	01
3.	Best Standalone Convention Center	01
F. Skills		
1.	Best Chef (Male & Female)	02
2.	Best Tour Guide	01
3.	Best Photographer (Tourism)	01
4.	Best Blogger (Tourism)	01
5.	Best Travel & Tourism Institute	01
G. Technology		
1.	Best Tourism Related Website (Govt. & Private)	02
2.	Best Tourism Mobile Application	01
3.	Best B2B Travel Technology Provider	01
H. Leading State Tourism Initiative		
1.	Best State Tourism Marketing Campaign	01
2.	Best State Tourism Policy	01
3.	Best Eco Tourism initiative	01
4.	Best Cultural & Heritage Destination	01
5.	Best Adventure Tourism Destination	01

6.	Best Wildlife Destination	01
7.	Best Beach Destination	01
8.	Best Fair & Festival	01
I. Innovative initiatives		
1.	Best Travel Startup	01
2.	Best Heritage / Cultural Walk	01
3.	Special Contribution to Travel & Tourism Industry	01
4.	Best Travel Insurance Provider	01

4. Timeline

Particulars	Date
Last day to submit the applications by the participants	15 th July 2019
Award Ceremony	23 rd August 2019

5. General Rules and Regulations

- FICCI reserves the right to cancel any entry without any intimation/information.
- If a participant wishes to withdraw its application from the awards, the participant should inform FICCI latest by 5 days post the last date for submission of application.
- Participants agrees that by submitting the application for awards, they are legally capable of entering and shall abide by the rules and regulations.
- Participants should understand that just by applying for these awards doesn't entitle them to win any prize or other form of recognition.
- The decision given by the FICCI or the Jury shall be treated as final and all the participants shall abide by it at all the times.
- The participants are not allowed to tie up with any other group or association.
- By applying in the award, the applicant agrees that in case of being selected as finalist for Travel & Tourism Excellence Award 2019, a company representative of appropriate designation preferably not less than a Senior Management Official / Director will attend the award ceremony on the designated place and date.

6. Instructions to Fill

- The application form should be filled in English language only. No other language except English would be considered. Supporting documents and printed literature in any other language shall be accompanied by appropriate translations in the English language. Supporting materials, which are not translated into English, may not be considered.
- All the application should be accompanied by an introductory brief of up to 200 words and some high-resolution photographs or a short video clip for evaluation purposes.

- All the compulsory or mandatory information shall be provided by the participants/ applicants, in case if the information provided by the participants found to be insufficient or forged, the Jury reserves the right to disqualify the participant from the award process.
- The information should be provided in the prescribed format and the application form should be certified by the authorized signatory not below the rank of a Director.
- Certificate of registration confirming the category, if applicable, should be submitted as a pre-requisite for being eligible for further evaluation.
- The participants can apply in more than one category subject to the fulfilment of the eligibility criteria of different award categories. Separate form should be used for each category.
- Participants are advised to submit the information as per the application form only, information shared in any other format shall not be considered.

7. Evaluation Process

- The applications received against each category shall be evaluated by FICCI and the winner(s) in each category would be announced by the panel of Jury members.
- The Jury reserves the right to audit or ask for any documentary proof or site visits (if required) to validate the information provided. The participants shall provide all necessary support to the Jury to validate the information.
- To qualify in any award category, participants needs to score minimum 50% of total mark allotted in any award category. Any participant scoring less than 50% shall be disqualified from the award category. After qualification, merit list of not more than five (5) participants would be called as “Award Nominees” and shall be announced accordingly.
- The Jury will further evaluate these Award Nominees based on given parameters and select the ‘Award Winner’ which would be announced at the award ceremony only.
- The Award categories can be changed/modified/cancelled as per the discretion of Jury members.
- The Evaluation process will be conducted by FICCI and Jury only and will be strictly confidential.

8. Confidentiality

Information of the participants relating to the examination, clarification, evaluation, and recommendation shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor, advising FICCI in relation to, or matters arising out of, or concerning the process. FICCI will treat all information submitted in confidence and will require all those who have access to such material to treat the same in confidence. FICCI may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or FICCI or as may be required by law or in connection with any legal process.

9. Amendment to Guideline

- At any time prior to the Due Date, FICCI may for any reason whether at its own initiative or in response to clarifications requested by the applicants may modify certain clause or evaluation criteria by the issuance of corrigendum.
- Any corrigendum, thus issued, will be uploaded on the website www.ficcitraveltourismawards.com. Participants are advised to regularly check the website for any such clarification.

10. Clarification / Information

Any queries or request for additional information concerning this invitation shall be submitted by e-mail / website to reach the officer designated below by the specified date. The communications shall clearly bear the title '**Queries/Clarifications regarding Travel & Tourism Excellence Awards 2019**'.

Query or Request	Contact Information
Entry Submission and Technical Clarification	Mr. Naman Monga, Ernst & Young LLP Email: naman.monga@in.ey.com Ph: +91-11-47318000/ Ext: 51312 Mobile: +91-9999465936
General Queries	Ms. Rajni Singh / Ms. Dolly Issar E-mail: tourism.payments@ficci.com / tourismexhibition@ficci.com Ph: +91-11-23487500 / 23487546 Mobile: +91 9871587230 / 8826275246
Sponsorship & Association	Mr. Anirban Chatterjee Email: anirban.chatterjee@ficci.com Ph: +91-11-23487459 Mobile: +91-9873578778

FICCI shall endeavour to respond to the queries within suitable time frame. The responses will be sent by e-mail or may be published on the website mentioned. FICCI may also on its own motion, if deemed necessary, issue interpretations and clarifications. Verbal clarifications and information given by FICCI or its employees or representatives shall not in any way or manner be binding and FICCI or its employees, officers and representatives shall not be held liable for the same.

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