

Rating Rationale

Brickwork Ratings assigns ‘BWR-KA- D’ (Provisional) for the Tourism – Homestay Rating of Dreams Home Stay, Suntikoppa, Kodagu, Karnataka.

Brickwork Ratings India Pvt Ltd (BWR) has assigned “**BWR-KA- D**”^{**} (**Provisional (Pronounced BWR Karnataka D) Tourism – Homestay rating to Dreams Homestay, Suntikoppa, Kodagu, Karnataka**, which indicates that the organization provides/delivers **Average Quality of Facility**. This Provisional Rating is valid for 6 months and will be considered as a regular rating at the discretion of BWR, upon submission of the Original Homestay Registration Certificate issued by the Department of Tourism, Government of Karnataka.

HOMESTAY PROFILE:

Dreams Homestay (DH), Suntikoppa, Kodagu District was established by Mr. Kushalappa P.T. and his family. DH is located in a coffee estate (~3.50 acres) at survey number 129/1 in Nargane village, Ulugoli Post, Suntikoppa, Kodagu District, Karnataka. The built up area of the homestay is 1000 Square feet. DH commenced operations on May 7 2016 to accommodate the needs of leisure travellers with their families and friends. DH is around 500 Mts from Nargane Village and 3 Km from Suntikoppa Town, Suntikoppa Town is ~104 kms from Mysore and around 15 kms from Madikeri Town in Karnataka. Dreams Home stay is around 500 meters away from the main road connecting Madikeri and Mysore and is suitable for single, couples and groups.

OPERATIONS, FACILITIES AND SERVICES:

DH has locational advantages, as it is situated in Suntikoppa, Kodagu District in Western Ghats. The nearest police station, post office, government hospital, medical dispensary/pharmacy, local government office, bank, ATM etc. are available in Suntikoppa town. Suntikoppa town is 2748 feet above sea level and attracts tourists throughout the year. Harangi reservoir (16km), Abbi falls (24km), Mandalpatti hill (34kms), Talacauveri (60kms), Golden Temple (20kms), Dubare River rafting (20kms), Nisargadhama (14kms) are nearby tourist attractions.

DH has 2 rooms (non a/c), common sit out and common bathroom. Each room has amenities like common bathroom with 24 hours hot water, television, wifi facility, tables, wardrobe, dressing mirror, pedestal fans, towels, newspapers and basic toiletries etc. The rooms are spacious, clean and well maintained. The sizes of the rooms in the homestay are adequate. DH has parking space for around 4 cars. DH offers homemade Kodava cuisine breakfast with complimentary tea/coffee. Lunch and Dinner are provided on request at extra cost. DH also offers other facilities like campfires, Chess, Carom, and play area for kids.

The standard tariff is Rs. 1,500 per room and Rs. 3,000 for both the rooms for 23 hours of stay. DH also takes copies of ID proofs of guests during check in time.

The identification proof accepted is Drivers License/ Voters Card or Passport. DH provides assistance with luggage, wakeup call service on request and critical information like nearby Government Hospital and local Police station contact details etc. DH has displayed information on nearby tourist destinations in the homestay and also provides paid transportation facilities to tourists.

The homestay property has natural fencing with lockable gate. The doors of the rooms are fitted with ordinary locks. There is only 1 CCTV for monitoring the entrance/ exit areas. The homestay also offers uninterrupted power supply with inverter backup and each room has geyser facility for hot water.

The home stay has maintained registers like guest register, bill book and Complaint/ suggestion book. Bookings are made through words of mouth/ website/ e mails/ telephone. The homestay accepts payments in cash only.

MANAGEMENT:

Mr. Kushalappa P.T is an agriculturist and proprietor of Dreams Homestay. The proprietor along with his wife, Mrs. Nirmala P.K take care of the day to day operations.

STATUTORY COMPLIANCES

Dreams Homestay has the following documents viz., Land Use Permit dt. January 08, 2013, Police verification certificate dt. May 04, 2016, No Objection Certificate from the village panchayat Suntikoppa dt. January 01, 2016 and Property tax paid receipts for FY16. DH is yet to obtain original Registration Certificate of the homestay from Department of Tourism – Government of Karnataka. However, DH has submitted an online application for Homestay Registration and received the acknowledgement from Department of Tourism, Government of Karnataka, which states that DH's Application number is 16100045 and that they would be notified by the department officials in case they need clarifications or if they find discrepancies in the submitted application.

RATING RATIONALE

The Tourism-Homestay rating assigned for Dreams Homestay positively factors the nearby tourist attractions and the average facilities offered. However, the rating is constrained by the limited track record of operations, inadequate bathroom facilities, inadequate fire safety and security measures, inherent seasonality risk associated with the homestay industry and competition from other homestays in the vicinity.

Dreams Homestay's ability to cater to the requirements of guests by offering services of good quality with emphasis on guest comfort and security thereby providing value for money stay options would be the key rating sensitivities.

Adoption of fire safety measures, first aid kit, attached bathroom facilities and ensuring better services for differently abled guests with special needs is necessary.

METHODOLOGY ADOPTED

BWR Tourism Ratings reflects BWR's current opinion on the quality of the specific Tourism Product or Service in Karnataka. Department of Tourism (DoT), Government of Karnataka has issued Tourism Products Rating Guide – Karnataka 2015 ([http://karnatakaturism.org/policy/Tourism Products Rating Guide-Accommodation.pdf](http://karnatakaturism.org/policy/Tourism%20Products%20Rating%20Guide-Accommodation.pdf)) which has defined the Quality Standards which shall be applied by the empanelled Rating Agencies for assessing the quality of tourism products in Karnataka. Guidelines for registration of Homestays in Karnataka have been issued vide GO (Government order) No. TD 429 TTT2015 Bengaluru, dated 31-3-2016. (<http://karnatakaturism.org/policy/go-dated-31.03.2016-kan-eng-agency-address-parameters.pdf>), ಸಂಖ್ಯೆ: ಪ್ರಇ 201 ಪ್ರವಾಯೋ 2016, ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 24-6-2016, ಸಂಖ್ಯೆ: ಪ್ರಇ 201 ಪ್ರವಾಯೋ 2016, ಬೆಂಗಳೂರು, ದಿನಾಂಕ : 27/08/2016 and GO (Government order) ಸರ್ಕಾರದ ಆದೇಶ ಸಂಖ್ಯೆ: ಪ್ರಇ 201 ಪ್ರವಾಯೋ 2016, ಬೆಂಗಳೂರು, ದಿನಾಂಕ :13/10/2016 ([http://karnatakaturism.org/policy/Homestay Governmentorder.pdf](http://karnatakaturism.org/policy/Homestay%20Governmentorder.pdf)) . In addition, BWR has drawn up several qualitative and quantitative parameters, based on its own research and in consultation with various experts in this field and in the “user industries”, to make a comprehensive assessment of the quality of Tourism Products/Services. The DoT parameters constitute 80% weightage of the Rating while BWR parameters constitute 20% weightage. The rating is carried out on a scale of A to E with (+) or (-) modifiers for A through C except D and E, to reflect comparative standing within the category. Rating Parameters are broadly categorized as Infrastructure, Services, Safety and Security, Statutory Compliances, Good Design Practices, Evaluation of business model, Promoters/Management analysis, Location analysis, Scale, diversification and coverage, Brand strength and Networking and Developmental efforts.

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Important Note: Brickwork Ratings (BWR) has assigned the rating based on the information and documents provided by the homestay management. BWR has taken considerable steps to avoid any data distortion; however, it does not examine the precision or completeness of the information obtained. And hence, the information in this report is presented “as is” without any express or implied warranty of any kind. BWR has not verified the authenticity of the documents submitted by the homestay and does not make any representation in respect to the truth or accuracy of any such information. The rating assigned by BWR should be treated as an opinion and not a recommendation to use or not to use the specified homestay facility and BWR shall not be liable for any damages/losses of any kind suffered by users of the homestay facility or users of this report or from any use of this report or its contents. BWR has the right to change, suspend or withdraw the rating at its discretion, at any time for any reasons.