

**DIRECTORATE OF TOURISM**

**ANDAMAN & NICOBAR ADMINISTRATION**

**Port Blair**

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Port Blair, January, 2019.

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**GUIDELINES**

**FOR**

**REGISTRATION OF**

**HORSE SAFARI OPERATORS**

**IN**

**ANDAMAN & NICOBAR**

**ISLANDS**



**Directorate of Tourism**  
पर्यटन निदेशालय  
**Andaman & Nicobar Administration**  
अण्डमान तथा निकोबार निदेशालय  
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Port Blair, dated March, 2019

**GUIDELINES FOR REGISTRATION OF HORSE SAFARI OPERATORS IN  
ANDAMAN & NICOBAR ISLANDS.**

**1. Purpose of Guidelines:**

Horse Safaris are the best way to explore hilly terrain or other places which are off the beat track in India. This is a high risk activity and highest safety standards must be maintained. It is difficult to gauge the riding ability of a horse rider without seeing him/her ride, and therefore the allocation of an appropriate horse is always a challenge. The first time a horse safari operator usually allocate a horse to a rider is by the rider's perception of their riding ability. However, most riders tend to overestimate their riding abilities. Most riders do not realize that a well-schooled, advanced, powerful horse could severely injure a rider who is not well-matched. Therefore it is imperative to match the righthorse to a rider to avoid accidents.

The Guideline for the registration of Horse safari operators is to ensure that all tourists are able to have best experience during the activity. The standards prescribed herein for Horse safari operators are intended to establish the minimum acceptable norms for safe and responsible operation of the Horse safari activity in the islands. Guideline is also in coherence with "Tourism Policy 2010" and principle of "Ease off doing business" which envisages encouraging Self-Regulation and established a simple system for operation of the activity. Further, this guideline is in addition to extant acts/rules/regulation and not in conflict with them. The broader aspects of the guidelines are as follows:-

- To promote A & N Islands as a Tourist destination in the National & International Market.
- To establish an open, transparent and safe framework development of Tourism activities in A & N Islands.
- To establish a simple system for registration/renewal/information submission for Horse Safari operators functioning in the island.
- To consolidate directions issued by various Departments of Andaman and Nicobar Administration and Ministries of Govt. of India for defining the principles for operation of Horse Safari operators in the islands.
- To ensure that Horse Safari operators sensitize the tourist to protect the eco systems and prevent damage.
- To encourage self-regulation by Horse Safari operators.
- To ensure Horse Safari operators hire qualified manpower and quality equipment/horses for their operation.
- To ensure all Tourists are made aware of all attractions/facilities/service providers/risks involved before doing all activities in islands.
- To streamline Administration of the Horse Safari operators by clearly mentioning timelines of all administrative action.

**2. Procedure for registration/renewal of Horse Safari operators:**

Nodal Department shall grant registration to facilitate visit of Tourists in these Islands in permitted areas only as per procedure mentioned below:

**3.1 In principle approval:**

- a. Nodal department shall provide an in-principle approval for allowing application for registration under following conditions:
  - i. If a carrying capacity is fixed by Administration for area of operation in which intention to operate is expressed by the applicant.

- ii. The in-principle approval shall be valid for a period prescribed by Nodal department from date of such approval.
  - iii. The in-principle approval shall be deemed cancelled and fee forfeited in case of either non-starting of operation in time limit prescribed by the Nodal Department on grounds of non-submission of application form for registration complete in all respect to Nodal department or starting of operation before issue of registration by Nodal department.
- b. All application for in-principle approval shall be received by Tourism Department.

### **3.2 Registration-**

- a. All application will be received by Tourism Department along with registration fee.
- b. The registration fee is Rs 10,000/- (TEN thousand only) for each Firm.
- c. Applications with wrong information shall be rejected and registration fee shall be forfeited. The reason for rejection shall be communicated to applicant. Applicant can only appeal if wrong information based on which application is rejected is claimed to be accurately provided by the applicant. The decision of Director (IP&T) in this regard shall be final and binding.
- d. Nodal Department shall forward all complete applications with valid data to Inspection committee for inspection of establishment of Horse Safari operators.
- e. If Inspection committee finds any of the information provided by the applicant wrong, the application shall be rejected and registration fee shall be forfeited. However, if any lacuna is found by Inspection committee because of ground conditions, the applicant shall be given time to rectify the defect and submit the compliance.
- f. All the Horse Safari operators recommended by the Inspection committee for registration shall be communicated officially.

### **3.3 Renewal:**

- a. All applications for renewal shall be received two months prior to expiry of registration period. No application shall be received after the expiry date.
- b. The renewal fee of a Horse safari operator is Rs 5,000 (five thousand only) for each firm.
- c. All application complete in all respect shall be deemed approved if not disposed within 30 days of acceptance.
- d. Nodal Department shall forward all complete applications with valid data to Inspection committee for inspection of establishment of Horse Safari operators.
- e. All the Horse Safari operators recommended by the Inspection committee for renewal shall be communicated officially.

### **3.4 Terms and Conditions of Registration/Renewal of Horse Safari operators:**

- a. All documents submitted at the time of submission of applications shall be renewed timely. If anyone or more of such documents become invalid, the registration shall become deemed invalid.
- b. Horse Safari operator shall not start any activities without obtaining valid registration/renewal certificate from Nodal Department.
- c. The registration certificate issued by the Nodal Department along with conditions shall be prominently displayed in the premises of operation mentioned in the application form and their banners/advertisement/websites at all times during the period of registration.
- d. Horse Safari operator shall adhere to Prevention of Cruelty against Animal Act.

## **4. Terms & Conditions for operation of Horse Safari operator:**

### **4.1 Requirement of Horse Safari operator:**

- a. Any outfit, entity, establishment or company seeking grant for recognition as a horse safari operator shall fulfil following:
- b. The horse safari operator shall own the horses and the operator shall have the ability to identify horses appropriate for the safari. This will ensure the quality of the horses, the basic wellbeing of the horse and that the horse is healthy enough to do the safari (not lame or malnourished).
- c. Horse safari operators shall own high quality riding equipment like saddles, tack and helmets,

### **4.2 Requirements of the Office:**

- a. The office space shall be either owned by the applicant(s) or taken on lease.
- b. Horse Safari operator shall define one office as Head office and others shall be designated as site offices.

- c. The Head office should be located in an accessible and clean surrounding.
- d. The Head office should be well equipped with at least telephone, computer reservation system etc.
- e. There shall be sufficient space for reception specially for seating tourist.
- f. The board displayed outside the office should be visible from the road.
- g. The Horse Safari operator shall have sign boards of direction along the path from main road if office is not located on the main road.

#### **4.3 Requirements of shelter for Horses:**

- a. The shelter shall be either owned by the applicant(s) or taken on lease.
- b. Shelter shall not have area less than 100 sq. ft. for each horse.
- c. Area for storage of fodder shall be hygienic and clearly demarcated.
- d. Shelter shall have medicines as prescribed by the Nodal department in consultation with Veterinary Department of Administration.

#### **4.4 Requirement of permitted area of operation:**

- a. The permitted area shall be either owned by the applicant(s) or taken on lease or an area permitted by Administration.
- b. The permitted area shall be safe for horse.
- c. The permitted area shall not have steep slopes.
- d. If permitted area is an area permitted by Administration, Horse safari operator shall pay all charges applicable for permission of operation in permitted area to competent authority having jurisdiction in permitted area.

#### **5 Requirements of Manpower:**

- a. The Horse Safari operator shall have a minimum of two Horse with three Horse Safari Guide engaged with prescribed qualification.
- b. Horse Safari Guides of the Horse Safari operators shall have qualification as prescribed by Nodal department for the activity or must have minimum of two to three years of practical experience in the field of Tour operation with Horse Safari operators.

#### **6 Requirement of Horse safari guide:**

- a. The Horse Safari operator shall employ only trained Horse Safari Guide approved by Ministry of Tourism or which will be approved by Andaman & Nicobar Administration.
- b. Nodal department shall conduct courses for certification of Horse Safari guides. Once sufficient number of Horse safari guides is trained, such certified guides shall only be allowed to conduct activities in addition to those licensed by Ministry of Tourism.
- c. Till sufficient number of Horse Safari guides is not available, inspection committee shall allow manpower with satisfying following conditions for engagement as Horse Safari guides:
  - i. Horse safari guide shall be accomplished riders.
  - ii. Horse Safari guides shall have a good knowledge of the terrain.
  - iii. Horse Safari guides shall be capable of brief guests about local traditions and ecology.
  - iv. Horse safari guides shall be certified in First Aid and CPR.
  - v. Horse Safari guides shall have following equipment:
    - A. Binoculars/ Spotting Scope.
    - B. Books and Field Guides as prescribed.
    - C. First aid kit as prescribed.
    - D. Torch, GPS, maps.

#### **7 Requirement of equipments:**

- a. The equipment used on the horses shall be of specified standard quality as prescribed.
- b. The tack and saddle shall be of high quality as prescribed. Good quality saddles are not only for the comfort of the rider but it is also for the comfort of the horse.
- c. All horse safari guides and riders shall be able to provide safety helmets, clothing and riding equipment as prescribed.

## **8 Inspection:**

- a. The Inspection committee shall have following members:
  - i. Director, (Tourism), Chairman.
  - ii. Deputy Director, (Tourism) Nodal- Member
  - iii. Veterinary Doctor from Animal Husbandry department-Member
  - iv. Manager Concerned, Tourism deptt - Member Secretary

(The chairman may co-opt any other member from departments of Administration based on requirement.)

- b. The inspection committee shall conduct surprise inspection if directed by the Nodal department.

## **9 Registration under various existing regulations/ rules/acts etc.**

- a. If Horse Safari operators registered as per the companies' act/registered partnership deed / Sole Proprietorship, valid documents shall be provided.
- b. The Horse Safari operator shall be registered with the labour department as per the shop and establishment act.
- c. The Horse Safari operator shall be registered under GST act.
- d. The office and shelter shall be safety audited for by fire department.

## **10 Standard operating procedure:**

### **10.1 For horses and equipment care**

- a. The horses shall be kept in shelter if not involved in conducting activity.
- b. The horses shall be healthy enough to do the safari (not lame or malnourished).
- c. Quality check of riding equipment shall be done every morning before horse leaves from the shelter.
- d. Horse safari Guides shall check medical kits for expiry dates of medicines before leaving shelter.

### **10.2 For safaris**

- a. An indemnity bond as prescribed shall be signed by all riders before they are allowed to get on the horse.
- b. Weather briefing: Before setting off on a horse safari, the Horse Safari guides shall brief the riders on expected temperatures/ rain during the trip.
- c. No plastic shall be carried and no waste shall be thrown in open during the activity.
- d. The distance covered in a day's ride shall not exceed 30 kms.
- e. A rider shall weigh less than 90 kgs.
- f. The horses and their well-being shall come first. Utmost care shall be taken in case of soreness or injury to the horse. An injured horse shall be replaced immediately.

## **11 Risk mitigation:**

Horse Safari has inherent risks like falls from a horse, Horse going violent, dehydration, exhaustion and injuries Stings and bites etc. and Medical facilities areas of conduct of activities may be very poor. Hence, it shall be mandatory to have following:

- a. Riders shall not wear any loose cloth. If possible, cloth may be provided by Horse Safari operator.
- b. Horse Safari guide shall be able to gauge the ability of clients and set the pace accordingly.
- c. The riders shall not be allowed to gallop off on their own even if they are experienced riders as they are riding in unfamiliar terrain.
- d. The horse safari operator shall follow a strict 'leave no trace' policy and all horse excreta shall be taken away from permitted area on daily basis without fail.
- e. The Horse Safari operators shall have prior knowledge of allergies/ other medical ailments vis-a-vis riders and be prepared to handle medical issues.
- f. For emergencies like snake bites and bee stings, the nearest Primary Health Centre/ Civil Hospital shall be planned for immediate assistance in Emergency action plan.
- g. An Emergency Action Plan as prescribed shall be in position.
- h. Riders shall have the necessary gear on them before they mount the horse. A well fitted riding helmet shall be must. Boots with heels are recommended to stop the foot from sliding too deep into the stirrup.

## **12 Conduct with tourist:**

- a. All manpower engaged by Horse Safari operator shall be appropriately dressed at all times while interacting with the tourist.
- b. No abusive word shall be used at any point of time by anyone engaged by Horse Safari operator.
- c. Tourist shall be provided correct information about every facility provided as part of package by Horse Safari operator.
- d. Any one making payment shall be provided bill of all payments made to Horse Safari operator.

## **13 Records to be maintained:**

- a. All the documents submitted to Nodal department shall be kept in the Head office and site office at all times.
- b. The Horse Safari operator shall provide the bills in format as prescribed in GST act. Horse Safari operator shall maintain register of bills for last five years at all times.
- c. The Horse Safari operator shall maintain complete information of all riders in prescribed format.

## **14 Information to be submitted by Horse Safari operators**

- a. In case of any accident met by tourist or unresolved complaints received from the guest, a report shall be submitted within 24 hours in the format prescribed.
- b. Horse Safari operator shall submit quarterly information for following:
  - i. Details of tourist in the format prescribed.
  - ii. GST return filed.
  - iii. Any other information prescribed.

## **15 Incentives**

- a. The names of the registered Horse Safari operator alone will be included in all the promotional materials published by the department of tourism and also in the official website.
- b. Registered Horse Safari operator alone will be entitled to the incentives and concessions if any granted by the Administration from time to time and shall have to abide by the terms and conditions of accreditation as prescribed from time to time by the Administration.

## **16 Disposal of complaints:**

- a. Anonymous complaints shall not be entertained by the Nodal department.
- b. Complaints received from the tourists/riders about the registered Horse Safari operator shall be referred to the Inspection committee for a preliminary enquiry and if required a detailed enquiry thereafter and their findings and recommendations on the action to be taken shall be considered by the Director, Tourism for appropriate action including cancellation.

## **17 Engagement of approved service provider:**

- a. The Horse Safari operator shall contract/use approved tourism service providers registered with Administration or Ministry of Tourism for rendering services for tourists.

## **18 Insurance:**

- a. Horse Safari operator shall have insurance for all horses, manpower and riders.
- b. The Administration shall not be responsible for any claims by the tourists served by the approved Horse Safari operator.

## **19 Requirement of quality advertisement materials**

- a. The Horse Safari operator shall maintain in its office premises all the maps and reference material concerning the activities
- b. The Horse Safari operator shall have good quality printed brochures and preferably a website clearly describing its present activities.
- c. The firm shall clearly indicate the activities in all their promotional and display materials.

- d. All pictures/videos used for publicity of activities in Andaman & Nicobar Islands shall be of Andaman & Nicobar Islands.

## **20 Cancellation of registration / Fine:**

### **20.1 Conditions for cancellation:**

The registration shall be cancelled under following conditions:

- a. If convicted of any cognizable/ non-bail able offence under any penal law or noncompliance of Government regulations relating to safety standard measures prescribed by A & N Administration or Government of India from time to time.
- b. If any manpower(s) engaged is (are) convicted of any offence under Andaman & Nicobar Islands (Protection of Aboriginal Tribes (PAT) Regulation, 1956, including subsequent amendments or carrying out activities in contravention of the policies for Aboriginal Tribes.
- c. If owner(s) of Horse Safari operator has been declared insolvent by a court of competent jurisdiction and has not been discharged.
- d. If Horse Safari operator fails to comply with any of the provisions of this guideline.
- e. If any complaint of malpractice is received and proved against Horse Safari operator.
- f. If the certificate of registration is obtained by misrepresentation or fraud.
- g. Non-compliance of govt. regulations relating to safety standards /measures prescribed by the Administration /Government of India from time to time.

### **20.2 Process of cancellation:**

- a. Necessary show cause notice shall be issued.
- b. Reply of the Horse Safari operator shall be considered on merit.
- c. Termination shall be done only after careful consideration and generally as a last resort.
- d. Reasons for cancellation shall be mentioned in the show cause notice and final order.
- e. The Nodal department shall levy a fine any amount as deemed fit If Horse Safari operator has not followed the Code of Conduct for "Safe & Honourable Tourism" and fails to maintain cleanliness in office premises etc.
- f. Reasons for fine shall be mentioned in the order issued to this effect.

Sd/-

**Director (Tourism)**  
**Andaman & Nicobar Administration**  
**Port Blair**