

SATTE Awards 2024

Terms and Conditions

Definitions

Awards	SATTE Awards
Awards Management/ Management	Personnel from Informa Markets and / or organizers who are responsible for the overall conduct of the Awards
Website	https://www.satteawards.in/
Participant	Any person that sends in an application to participate in the Awards as per the terms and conditions, or is nominated by Informa Markets to participate in the Awards
Application form	The participant must apply online on the above-mentioned website
Terms and conditions ("T&C" or "Terms")	The terms governing the Awards, as may be amended from time to time by the awards management

- By participating in the Awards, Participant agrees to abide by and be bound by these Terms and any amendment thereto
- These Terms may be modified by Award Management without any prior notification. The participant is advised to regularly review these Terms on the Website. Participants must clarify with the Management in case of any ambiguity or disagreement
- The Award categories and number of winners may be changed/modified/split/merged/increased or cancelled by the Jury based on the number and quality of entries received in each category
- The rewards may be changed/modified / split / merged/increased or cancelled at the sole discretion of awards management
- The decision taken by the Management based upon the observation & recommendations of Jury with respect to the evaluation/disqualification/qualification/adding nominations/recategorization is final and binding on all Participants. No claims/queries raised with respect to the same will be entertained in this regard
- If no Participant in a category is found to be satisfying the eligibility by the Awards Management, the prize may be cancelled. The decision of the Awards management in this regard will be final and non-awardable. The Awards management will not entertain any queries in this regard

Eligibility Criteria for participation in the Awards

- The participating organization should have its registered office in India and must have more than 2 years of office and business operations in India as on March 31, 2023
- The list of categories and its eligibility are as below:

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Segment	Category	Sub Category	Definitions	Eligibility Criteria
Hospitality	Heritage Hotel of the Year	Luxury Heritage	Recognize a hotel that excels in preserving and showcasing the rich cultural and historical heritage of its location while providing an exceptional level of luxury and hospitality services to its guests	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. Heritage hotel property who has its presence in India and has 50% of the property floor area built before 19503. Should have a valid classification certificate by Ministry of tourism as on March 31, 2023 and local authority letter confirming that the property is a heritage property4. The hotel should provide amenities such as Fine Dining and Bars, Spa and Wellness Facilities, Concierge Services, Heritage, and History Experience, etc.
		Boutique Heritage	Recognize a hotel that excels in preserving and celebrating the historical and cultural heritage of its location while embodying the distinctive qualities of a boutique hotel. The Boutique Heritage hotel should emphasize a unique and intimate atmosphere, personalized service, and a strong connection to the hotel's historical or cultural roots	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. Heritage hotel property who has its presence in India and has 50% of the property floor area built before 19503. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 2023 and local authority letter confirming that the property is a heritage property4. The hotel must not have any branches and should be a standalone

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				hotel 5. The hotel should provide a range of personalized services such as 24-hour security service, Parking lot/garage/valet service, Meeting room, etc.
	Hotel Chain of the Year	Premium	Recognize a hotel chain that operates luxury and upscale properties, offering top-tier services and amenities	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotels should be present in more than 3 states in India3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should have amenities such as private pools, spa services, and exclusive lounges for guests, fine dining options, specialty restaurants, etc.
		Mid Market	Recognize a hotel chain that provides quality accommodations and services in the mid-range segment, balancing affordability with comfort	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotels should be present in more than 3 states in India3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should have amenities such as comfortable rooms, basic wellness facilities,

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				and business services suitable for both leisure and business travellers, etc.
		Budget	Recognize a hotel chain that specializes in affordable and no-frills accommodations, catering to budget-conscious travellers	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotels should be present in more than 3 states in India3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should have amenities such as basic, no-frills accommodations with fewer amenities and simpler furnishings, limited dining options, such as a basic breakfast or snacks, but do not typically feature full-service restaurants
	Business Hotel of the Year		Recognize a standalone hotel that excels in providing exceptional accommodations and services tailored specifically to business travellers	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotel should be a standalone hotel in a city3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should provide amenities such as meeting and

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				conference facilities (board rooms, conference rooms with modern equipment), executive business lounge, luxurious and spacious rooms with ergonomic workspaces, high-speed wi-fi and wired internet access in rooms and public areas, business services and support such as concierge services for travel arrangements, reservations, and transportation, printing, fax, and courier services
	Leisure Hotel of the Year		Recognize a standalone hotel that excels in providing an exceptional and luxurious leisure experience for guests	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotel should be a standalone hotel in a city3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should provide amenities such as Well-appointed rooms and suites with premium furnishings and decor, Multiple on-site restaurants offering diverse cuisine options, Swimming pools, Fitness centre, 24/7 concierge service, Airport transfers and chauffeur-driven car services, Banquet and event spaces for weddings, conferences, and special events, etc.

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	Convention Hotel of the Year		Recognize a standalone hotel that excels in providing exceptional facilities and services for hosting conventions, conferences, meetings, and large-scale events	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotel should be a standalone hotel in a city3. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20234. The hotel should provide amenities such as multiple meeting rooms and event spaces, private rooms for VIPs and speakers, business centre, parking facilities, 24/7 concierge services, fitness centres, spas, and wellness facilities, etc.
	Wellness Hotel of the Year		Recognize a hotel that excels in providing exceptional wellness and health-focused services and facilities to its guests	<ol style="list-style-type: none">1. The hotel applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The hotel should have a valid classification certificate by Ministry of tourism as on March 31, 20233. The hotel should provide its customers along with the basic amenities, Spa and Wellness Centre, Mental Well-being Programs, Guest Rooms with Wellness Amenities, etc.

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Segment	Category	Sub Category	Definitions	Eligibility Criteria
Tour Operator	Domestic Tour Operator of the Year	- Turnover more than INR 50 Cr. (as on March 2023) - Turnover less than INR 50 Cr. (as on March 2023)	Recognize exceptional business excellence amongst tour operators who specialize in organizing and managing travel experiences for domestic tourists. This accolade recognizes tour operators that showcase outstanding expertise in curating and supervising domestic tours, highlighting their in-depth knowledge of local destinations, cultural aspects, accommodation, and more.	1. The tour operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. The organization offering tours and travel services within Indian destinations for customers with its presence PAN India
	Inbound Tour Operator of the Year	Turnover more than INR 50 Cr. (as on March 2023) Turnover less than INR 50 Cr. (as on March 2023)	Recognize exceptional business excellence amongst tour operators who demonstrate remarkable expertise in crafting and managing inbound tours. This accolade recognizes tour operators that arrange transport, accommodation, sightseeing, entertainment, and other tourism-related services for foreign tourists	1. The tour operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. Applications for this Award category are open for all inbound tour operators operational in India
	Outbound Tour Operator of the Year	- Turnover more than INR 50 Cr. (as on March 2023) - Turnover less than INR 50 Cr. (as on March 2023)	Recognize business excellence amongst tour operators who promote tours to foreign destinations. This accolade recognizes tour operators that demonstrate exceptional expertise in curating and managing international journeys, showcasing profound knowledge of global destinations, cultural nuances, and intricate travel logistics	1. The tour operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. Applications for this Award category are open for all outbound tour operators operational in India

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Segment	Category	Sub Category	Definitions	Eligibility Criteria
	Nature Tour Operator of the Year		Recognize a tour operator specializing in organizing and conducting exceptional nature-based travel experiences including wildlife preservation, environmental conservation, while creating memorable experiences for their clients	<ol style="list-style-type: none"> 1. The tour operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. Applications for this Award category are open for all nature tour operators operational in India
	MICE Tour Operator of the Year	Outbound (excellence in organizing and managing corporate MICE events abroad)	Recognize a tour operator that excel in organizing and managing Meetings, Incentives, Conferences, and Exhibitions (MICE) events for corporate clients	<ol style="list-style-type: none"> 1. The tour operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. Applications for this Award category are open for all MICE tour operators operational in India
		Domestic (excellence in planning and executing corporate MICE events within India)		
Others	Offline Travel Agent	Outbound (a travel agency with a physical office presence that assists travellers in booking outbound international travel)	Recognize a travel agent that specializes in offering ticketing services, including booking airline tickets, train tickets, or other transportation-related reservations for travellers	<ol style="list-style-type: none"> 1. Applications for this Award category is open for all offline travel agents operational in India for more than 2 years as on March 31, 2023. 2. The agent should provide amenities such as ticket booking, including flights, hotels, and other transportation options, as well as provide personalized travel advice and assistance to meet the specific needs of clients
		Domestic (a travel agency with a physical office presence that specializes in booking domestic travel services within India)		

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	Online Travel Agent of the Year		Recognize an online travel agency that demonstrates exceptional performance, innovation, and customer service in providing a wide range of travel-related services through digital platforms, making travel planning and booking more accessible and efficient for customers	<ol style="list-style-type: none">1. Applications for this Award category is open for all online travel booking sites operational in India for more than 2 years as on March 31, 20232. Should provide services wherein the customer can book their travel on their own i.e., without any middlemen/ agents involved
	B2B Travel Technology Company of the Year		Recognize a business-to-business (B2B) technology company operating within the travel industry that has demonstrated excellence in providing innovative and effective travel-related technology solutions, products, or services to other travel companies	<ol style="list-style-type: none">1. Applications for this Award category is open for all B2B travel technology company operational in India for more than 2 years as on March 31, 20232. Should focus on innovative technology solutions for businesses in the travel industry
	B2B Agent of the Year (offline)		Recognize a business-to-business (B2B) travel agent that operates primarily through traditional offline channels, such as physical office locations, and excels in providing travel-related services and solutions to other businesses	<ol style="list-style-type: none">1. Applications for this Award category is open for all offline B2B travel agent operational in India for more than 2 years as on March 31, 20232. Should exclusively cater to the travel needs of businesses and other B2B partners in the travel industry
	DMCs/ Travel Rep Company of the Year	Inbound (companies that excel in providing destination management or representation services to international travellers)	Recognize a Destination Management Companies (DMCs) or Travel Representation Companies for their exceptional performance in providing destination management and travel representation services	<ol style="list-style-type: none">1. Applications for this Award category is open for all DMCs/ Travel Representative Companies operational in India for more than 2 years as on March 31, 20232. Specialized in providing destination-

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		Outbound (companies that excel in promoting and managing outbound travel experiences for clients traveling to international destinations)		specific, ground-level services and are primarily B2B-focused
	Convention & Exhibition centre of the Year		Recognize a venue known for its excellence in hosting large scale events, including conventions, conferences, and exhibitions	<ol style="list-style-type: none">1. The centre applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. The centre should provide exhibition space, which can include both covered and open areas, along with a combination of indoor and outdoor meeting venues3. The centre should operate as a standalone facility, and have a seating capacity of minimum 300 seats4. The centre should offer amenities and facilities for differently abled individuals, as well as parking, service entrances, warehousing, and essential services such as fire safety, electrical systems, water supply, waste disposal, and housekeeping, etc.
	Luxury Car Tourist Transport Operator of the Year		Recognize a luxury car tourist transport operator that stands out for their excellence in offering top-tier, luxury transportation services to tourists	<ol style="list-style-type: none">1. The operator applying for the Awards should be in operations for more than 2 years in India as on March 31, 20232. Applications for this

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				Award category is open for all tourist transporters providing luxury cars operational in India
	Travel Influencer of the Year		Recognize an influencer who has acted as a key knowledge/information provider within the travel and tourism industry by his/ her post(s) which is creative, memorable, inspirational and drives engagement	<ol style="list-style-type: none"> 1. Applications for this Award category are open for all influencer operated by individuals based out of India in the travel and tourism industry 2. The minimum number of followers / subscribers on a single platform should be more than 1000 3. The overall number of followers/ subscribers across platforms cannot be clubbed to meet the minimum criteria of 1000 followers / subscribers
Tourism Board	State Tourism Board		Recognize State tourism boards for their efforts that are designed to motivate higher levels of performance in tourism, infrastructure development, economic growth, preserving the state culture & heritage, etc.	<ol style="list-style-type: none"> 1. The destination's state tourism board applying for the Awards should be in operations for more than 2 years in India as on March 31, 2023 2. The initiatives taken by the board to promote tourism must be implemented between April 01, 2022, to March 31, 2023, in the Indian markets or major part of the project falls in the above-mentioned period
	International Tourism Board		Recognize country specific tourism boards for their efforts that are designed to motivate higher levels of performance in tourism,	<ol style="list-style-type: none"> 1. The destination's tourism board applying for the Awards should be in operations for more than 2 years as on March 31, 2023

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			infrastructure development, economic growth, preserving the culture & heritage, etc.	2. The initiatives taken by the board to promote tourism must be implemented between April 01, 2022, to March 31, 2023, or major part of the project falls in the above-mentioned period
Cruise	Cruise of the Year	Domestic Cruise of the Year	Recognize a cruise operating within India that has excelled in providing outstanding cruise experiences and services on domestic routes	1. The Cruise applying for the Awards should be in operations for at least 1 Year as on March 31, 2023 2. The cruise should be headquartered in India and operates cruise within India 3. The cruise should comply with all the rules and regulations laid down by the Ministry of Ports, Shipping, and Waterways
		International Cruise of the Year	Recognize a cruise that has demonstrated remarkable performance and influence in providing cruise experiences on international routes	1. The Cruise applying for the Awards should be in operations for at least 1 Year as on March 31, 2023 2. The cruise should be headquartered in India and operates cruise to international destination i.e., outside Indian territory (originating from India) 3. The cruise should comply with all the rules and regulations laid down by the Ministry of Ports, Shipping, and Waterways

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Segment	Category	Sub Category	Definitions	Eligibility Criteria
Airline	Airline of the Year	Domestic Airline of the Year	Recognize an airline who are adding value to the aviation experience through improvements and innovations in the facilities and services offered to the passengers on domestic routes	<ol style="list-style-type: none">1. The airline applying for the Awards should be in operations for at least 1 year in India as on March 31, 2023.2. The airline should be headquartered in India and operates flights within India3. The airline should comply with all the rules and regulations laid down by the Ministry of Civil Aviation
		International Airline of the Year	Recognize an airline who are adding value to the aviation experience through improvements and innovations in the facilities and services offered to the passengers on international routes	<ol style="list-style-type: none">1. The airline applying for the Awards should be in operations for at least 1 year in India as on March 31, 2023.2. The airline should be headquartered in India and operates flights to international destination i.e., outside Indian territory (originating from India)3. The airline should comply with all the rules and regulations laid down by the Ministry of Civil Aviation

- The participant should be 18 years of age to participate in the Awards
- Individual should be an Indian citizen currently residing in India, and legally eligible to work in India
- An organization cannot participate on behalf of its sister units, parent organization or other organizations under the parent organization
- Participation in the awards is subject to defined terms and conditions available on the above mentioned on the website
- The Award categories may be changed/modified / split / merged/increased or cancelled by the Awards Management and/or Jury based on the number of entries received in any category, and the quality of the entries. The decision in this regard will be final, non-contestable, and binding on all participants. The Awards management will not entertain any queries in this regard

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- If at any time, including after the conclusion of the Award ceremony, any information provided by any participant, is found to be incorrect in any manner, then the participant will be liable to be disqualified and / or return the Award

Call for Entries & Participation

- The call for entries for the Awards will be announced in one or more media platforms and / or by direct communication, and that shall be construed to be adequate notice for call for entries
- Participant can apply for the Awards by completing the application form online
- Link to fill the application form will be available on the above-mentioned website
- Participant needs to duly fill all information points on the Application Form
- Participant can have multiple entries in multiple categories
- The Awards management has the right to reclassify application form/forms from one prize category to another, at their discretion

Submission of Entries- Online

- Awards Management will not be responsible for application form/forms that are damaged / lost due to lack or lapse in any communication because of internet failure or any other reasons
- It is mandatory for all the entries to attach the mandatory documents as mentioned in the respective category
- Participation in the Awards in any manner will be construed as an acceptance to the Terms and conditions stated herein
- Participants can fill the form on the website and submit the completed application form online

Completeness of Entries/ Disqualification

- All mandatory fields of the application form need to be complete in all respects; else it may be disqualified from participation.
- Entries will be accepted in English language only
- The work submitted by the Participant must be original in nature
- Management shall have a right to disqualify any Participant in case of violation of this term or in case of any third-party claim relating to IP infringement or any third party right.
- No work which is copied/replicated/influenced / redone by an existing initiative will be permitted to participate
- All work submitted by the Participants for the Awards, including but not limited to Intellectual Property Rights therein, will be owned by the Management

Timelines

- The defined timelines are subject to change based on circumstances
- Management and its sub-contractors shall not be held accountable/liable for any disruptions/stoppages/interruptions or cancellation of the Awards or its ceremony or any part of its processes because of any factors beyond its control

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Additional Information

- Participants may be contacted for any additional information to verify the information provided. Such information sourced from the participants will become part of the original application
- Management has the right to ask for documentary proof of information. If such a request is made and the participant does not comply within 5 working days from the date the request is made, the participant may be disqualified from the awards
- Management or the team appointed by Management will try to contact the Participant on best effort basis by any means deemed appropriate.
- In the event it is not possible to contact any Participant to obtain information on them, interview them, etc. such Participant may be disqualified from further participation
- The participant hereby irrevocably authorizes the Management to use the data gathered during and/or the Awards in respect of the participants. This shall be the property of awards management and awards management shall be entitled to use the same in its communications including marketing promotions and advertisements along with/without awards management's brand.
- Management shall not be liable in any manner for any mishap, accident, injury, or damages etc. of whatsoever nature, caused to the participants during the Awards. Further, Management shall not be liable in any manner for any loss, damage, theft, or any other mishap caused during the Awards.

Winner determination

- An independent jury appointed by the Management will evaluate the entries and determine the winners for the Awards.
- If required, the Participants will be asked to present their work to the jury members in a virtual jury round

General

- Participant agrees that the Participant is legally capable of entering and, if selected, participating in the Awards and agree to the Terms and that Participant is competent (i.e., Participant are of legal age and mental capacity) and eligible to enter into this legally binding agreement on Participant
- Participant understands and agrees that merely participating in this Awards does not entitle the Participant to a prize or to any other form of consideration
- Participant warrants and represents to the Management that all information including any communications, software, photos, text, video, graphics, music, sounds, images and other material submitted or recorded in any manner by the Participant or the partners of Management including the Management for consideration for the Awards are solely owned by the awards management and do not infringe upon any other individual or organizational rights (including, without limitation, intellectual property rights). Participant shall be completely responsible for handling claim of infringement or alleged infringement by any third party and shall indemnify awards management entities (in India or abroad) and the Awards Management from any claims, costs or damages from infringement or alleged

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infringement of any third-party rights including intellectual property right or the defines of a claim or any costs payable thereof

- Participant must enter the Awards at their own will and the Management are not in any way obligated or liable for any loss or costs that the Participant may suffer or incur and nothing is payable to the Participants for participating in the Awards or any event prior to or following the Awards
- Participants for the purpose of entering the Awards, grant awards management a royalty-free, irrevocable, worldwide, non-transferable, non-exclusive right and license to use and display such entry, for participation in the Awards, and any intellectual property in relation to and arising out of such participation in the Awards and footage thereof, which shall include trade publications, press releases, electronic posting to the Website, the awards management website in any display format selected by awards management during the Awards or use by awards management as it deems fit
- The Management reserves the right to, at its discretion, withdraw or amend or add to the T&C of the Awards at any time, with prospective or retrospective effect, and does not take responsibility for any loss or damage that any individual or organization may suffer as a result of participating or attempting to participate in the Awards, the Awards being withdrawn, or its Terms amended
- Should a participant wish to withdraw from the Awards, kindly inform the Management in writing at any time up to one week prior to the final awards ceremony, in this case, the nomination fee will be non-refundable
- All disputes relating to or arising out of the Awards shall be subject to the laws of India, and shall be subject to the exclusive jurisdiction of the courts of competent jurisdiction at Mumbai, India
- The Participants indemnify awards management, its employees, officers, contractors, partner or other persons used by them in relation to this Awards and hold them harmless against any loss, claim, demands, costs, damages, judgments, expenses or liability (including legal costs) arising out of or in connection with any or all claims, that may be brought against the Management by any third party in connection with the Participants participation in or winning the Awards, which is inconsistent with any of the warranties and representations made by the Participants, or due to breach of these Terms and shall reimburse awards management for any loss, costs, expense, or damage to which said indemnity applies. awards management shall give the Participant prompt written notice of any claim or actions covered by this indemnity, and the Participant shall have the right, at its own expense, to participate in any such action
- Decision of Management on all matters is final and binding on all Participants and no correspondence will be entertained on the same
- In the event these Terms do not cover any question or complaint in relation to the Awards, the same will be concluded on by the Awards Management (for all other issues) or an independent body or legal team as appointed by the Awards Management and deemed necessary
- The Participant agrees to give full consent unconditionally for awards management to share any information provided by the Participant with agencies working with them with regards to the program, its recording and broadcasting and related activities including agencies involved with awards management

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- The decision of awards management in relation to the interpretation of any of these Terms shall be final and binding on the participants
- If Participants are unclear as to the Terms or any element of the Awards or have any queries/concerns pertaining to the Awards, they can write in with their questions, concerns or queries to the following email address: **Naqsh Shaikh** Naqsh.Shaikh.IN@informa.com , awards management shall endeavour to the best of its ability to respond thereto.

Website

- The website provides information and acts as the only means to enter the Awards.
- Awards management shall not be responsible for:
 - Any delivery, failures relating to the registration or uploading videos/presentations.
 - Any SPAM generated messages as result of Participant accessing the Website
 - Awards Management not receiving or rejecting any data
 - Any lost, late, or misdirected computer transmission or network, electronic failures of any kind or any failure to receive entries owing to transmission failures or due to any technical reasons and
 - Other conditions/situations or failures beyond its control

Disclaimers

Awards management or its subsidiaries or holding entities are not liable or responsible for any action or decision was taken by Participant or anyone acting on Participant's behalf or under Participant employment or under contract with Participant. Awards management shall not be under any obligation to Participant and Participant shall have no obligation or rights in relation to the Awards and shall have no claims whatsoever against the awards management relating to the selection process or the running of the Awards

Management has no obligation to screen the entry material in advance and is not responsible for monitoring entries for preventing violation of intellectual property ownership rights, or violations of any law, rule, or regulation. If the Management is notified of submissions or materials that may not conform to the Terms, it may investigate the allegation and determine in good faith and in its sole discretion whether to eliminate such an entry from consideration. The Management has no liability or responsibility to Participants or other users of the Microsite for the performance or non-performance of such activities.