



Dear Business Partner,

Pranam!!

Please find below the Safety and Hygiene measures that have been implemented at Brijrama Palace, Varanasi in the wake of the COVID 19:

#### **Check Inn**

- We have equipped our Cabs with masks, sanitizer and disinfectant equipment. Boats will also go through regular sanitizing process after every use.
- Guest luggage will also be sanitized before entering the Palace with Sodium Hypo chloride disinfectant solution.
- Guests will also get screened while entering the Palace.
- We had an express check-in system even before COVID-19, now we are implementing a contact less hospitality solution making it completely safe and convenient for the guests to access all services during their stay on their Mobile/Tab/Lap Top.

#### **Guest Wellness**

- We have nominated one of the Senior Manager as Hygiene and Wellness Manager who will be a single point of contact to address all concerns related to hygiene or safety in the wake of Corona.
- We have equipped Brijrama with SPO2 Monitors and Oxygen Concentrator to ensure an immediate medical support to guests if required for.

#### **Restaurant/Public Areas/Rooms**

- All public areas have a hand sanitizing station. Every guest room have been equipped with a Sanitizer dispenser. Mask is also a part of Guest amenity in rooms now.
- Every room will be deeply sanitized by eco-friendly chemicals with help of Fogging machine after every check-out and before check-in too.
- Every table in restaurant will also get sanitized after every use. We have reduced the capacity of the restaurant to create a sufficient physical distance. Having two restaurants is an advantage for us and in case of a full house we can run another Restaurant as well with required physical distancing.
- Spa will remain shut till September' 2020 and once open staff will be using required PPE gears while delivering services and all required SOPs will be followed.