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Hotel Clarks Shiraz Agra,  
India.

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**Dear Guest,**

At Hotel Clarks Shiraz, Agra, it is our privilege to serve you.

These are indeed unprecedented times and we recognize that the current situation requires all of us to be more thoughtful in the way we approach our daily activities. Your safety and well-being is our primary concern, and we would like to assure you that we are doing everything at our disposal to provide an uncompromising level of service with true graciousness of Indian hospitality, while gaining your trust and confidence.

To reiterate our commitment, we are redefining our hygiene and cleaning protocols through the launch of CLARKS CARE, a comprehensive program designed in collaboration with our partners. This is a holistic approach wherein we aim to elevate our health, safety and hygiene protocols with stringent measures to ensure a safe environment so you continue to enjoy our opulent and indulgent services.

We continue to closely monitor the situation and enhance these measures, thereby prioritizing the safety and well-being of our guests and our associates.

We look forward to welcoming you and assure you a remarkably safe stay, where caution is the new normal.

Best regards.

**Team Clarks Shiraz, Agra**



## Ensuring Safety at Every Stage:

- Protective gear including masks, gloves and PPE kits for all our associates to provide a safe environment for our guests
- Regular temperature checks of all associates and partners upon entering the hotel premises
- A guest will be provided with a mask, if they are not wearing one
- Use of hospital-grade, EPA approved chemicals that target a broad spectrum of viruses and bacteria
- Frequent cleaning and sanitization of all surfaces across public areas at regular intervals
- Guest luggage will be disinfected before placing in the scanner
- Rigorous deep cleaning and application of disinfectants in guest rooms, fitness centers and restaurants
- Cleaning of all high-touch points like door handles, elevator buttons, counter tops, table tops and railings with disinfectant at regular intervals
- Deployment of task force under the guidance of our partners and a dedicated hygiene manager, to ensure that all protocols/measures are strictly followed across all hotels



# Maintaining Highest Standards of Food Hygiene

- Restaurant seating to ensure social distancing
- Digital Menu will be made available wherever applicable.
- Use of hand sanitizers in restaurants
- Introduction of natural immunity-boosting beverages, which will help our guests stay healthy
- Mandatory use of PPE kits for the kitchen team to prevent cross contamination
- Washing and sanitization of vegetables, fruits using Suma tab – 50 ppm
- Preparation of food in small quantities to ensure fresh food is served to the guests
- Washing of all dishes at 80 degrees Celsius
- Hygiene training for all the teams



# Leveraging Technology for a Safe Stay

- Contactless check in and check out facility provided with the privilege of paying through phone at check out
- Use of high bar pressure dry steam cleaners for housekeeping
- Electrostatic sprayers, a hospital-grade disinfectant
- Full access to digital news and e-papers instead of print newspapers
- Adherence to international certifications and standards while considering the guidance and information shared by experts from our partner team





द्वारिणी वेदवती  
**bhavarahi**  
अतिथि देवो भव

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