

Covid-19 Protocol SOP- Xandari Resorts

Note : Hotel reserve complete right to make changes in the SOPs at any point of time based on the guidelines/ instructions directed from the Government/ Department of Tourism/Health Ministry of Kerala.



Reservation

- Guest /Travel Agent need to provide information about the Traveller details including Nationality , City of residence and other travel history.
- If the guest is arriving from restricted countries or regions collected information will be passed on to local authorities.
- Safety, hygiene and other necessary instructions will be shared to the traveller Along with reservation confirmation, which will help them to plan their trip.

Arrival -Reception

- Temperature checks at entrance will be mandatory
- Guests running a temperature of more than 37° C should be politely asked to return or directed to the closest hospital/medical facility
- Traveller must wear N95 mask, extra masks will be provided by the hotel –if required.
- Guest luggage will be disinfected with Isopropyl alcohol (70%).
- 70% alcohol-based sanitizer will be available at the reception area.
- Distance between the guests will be maintained and it should be approximately 6ft. (Floor marking would be done)
- Guests will be informed on E News paper, E Reading materials which will be sent through what's app or any other digital medias.
- For all pre-booked Guests the check-in formalities will be completed through online to reduce contact and time at the front desk.
- Guest will be briefed about the instructions need to be followed at the Resort
- Cotton swab will be available for guest to sanitize/clean their phone and credit cards

Guest Rooms



- Extra masks will be available in the room
- Signage with information on sanitization norms will be placed in the rooms
- Due to Social Distancing norms, we will allocate alternate rooms or leave two rooms vacant in between, based on occupancy levels.
- Laundry, room service instructions should be available in the room
- Room linen will be changed on every day or only on request; no turn down services to facilitate minimal contact
- Floors mopping will be done with 1% of Sodium Hypochlorite.
- Cleaning process will be done with warm water
- 70% alcohol / Chloroxylenol (4.5-5.5%) / Benzalkonium will be used as per manufactures instruction to wipe down the surfaces where the use of bleach is not suitable, eg: metal



Room Service



- Associate will be wearing mask while going for a room service delivery
- During room service ,social distancing will be maintained (clearance procedure will be informed while placing the order over the phone and while delivering)
- Minimum interaction during room service/ clearance will be ensured.

Restaurants

- N 95 mask will be provided to guest if He/She t is not wearing one. Extra masks should be available for the guest usage .
- 70% alcohol-based sanitizer will be placed at the entry of the restaurant and washroom areas.
- To maintain the Social distancing norms, only limited tables will be available in the restaurant.
- Guest need to make a prior table reservation and need to confirm the same with the restaurant before they entering into the restaurant.
- Only TDH or 'a la carte' options will be provided to guest. Buffet service will not be available temporarily .



Business Centres

- Guests should wear masks and gloves. Extra masks will be available for the guests –If required.
- Enough space will be maintained between each work desks.
- Guest numbers will be controlled in the area based on maximum allowed.
- Each desk, equipment and work area will be disinfected after the guest has moved out
- In case of non-attended Business Centre, 70% alcohol-based sanitizer will be kept at entry point
- Details of all the users will be collected and stored for a period of time.

Check-out

- Guest need to inform the departure time to the front desk well in advance to maintain the social distancing and to reduce the crowd
- Separate check-out area will be arranged if it's getting over-crowded and wherever possible will promote e-check out by emailing the bill & accepting online payments
- Sanitizers and cotton swabs will be provided for the guest use.

Guest Transportation

- Driver will be wearing protective gear such as N 95 or approved surgical mask, gloves etc.
- The car will be disinfected with Isopropyl alcohol (70%) especially steering wheel, dash, armrest, console, seat adjuster, shifter, cup holder, doors, handles and more before every arrival
- The driver section will be segregated with a fiberglass or a transparent sheet.
- Minimal conversations will be maintained between guest and driver.
- Guest instructions on safety/Hygiene will be placed at the back seat; the information booklet will cover all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures