



**OUR  
COMMITMENT  
TOWARDS  
YOUR SAFETY**



# Meet with Confidence

## Overview of our new offer

We understand that now more than ever, life requires adaptability. During these unprecedented travel times, we aim to give clients peace of mind and confidence first. We want our B2B customers to know they can rely on IHG's flexibility should their plans change, trusting our genuine care about the safety and well-being of their attendees overall.

# Meet with Confidence



Our new Meet with Confidence offer allows planners and bookers to confidently secure future group events and meetings with zero cancellation fees or attrition fees at participating hotels.

Eligible for bookings between 10 to 50 rooms on peak, with or without a meeting room

No Cancellation Fees

No Attrition Fees for rooms that are not booked

Up to a 5% rebate towards your master bill

Short-form contract

IHG® Business Rewards points for Planners and Bookers

## **Promotion timing:**

Booking dates between April 30th, 2020 to August 31st, 2020

Meeting/Stay dates between April 30th, 2020 to December 31st, 2020.





When you're ready to travel again, we'll be ready to welcome you.

As the world adjusts to new travel norms and expectations, we're enhancing the experience for you – our hotel guests – by redefining cleanliness and supporting wellbeing throughout your stay. We are expanding our commitment to cleanliness by:



Using new science-led protocols and service measures



Partnering with industry leading experts [Cleveland Clinic](#), [Ecolab](#) & [Diversey](#)



Launching a global IHG Clean Promise

**TRAVEL ADVISORY:** Our response to [COVID-19](#) & expanded [IHG Way of Clean](#)

## Front of the House

- **SECURITY**
  - Screening of body temperature on arrival
  - Guest luggage will be disinfected
- **RECEPTION**
  - Contact-less mobile check-in and check-out
  - Sanitized key card
  - Keycard drop box & re-used after sanitization
  - All elevator landing areas will have sanitizers
  - Marking on reception & elevator for standing positions
  - Lobby furniture to adjusted at 6ft distance



# Guestrooms

- Our hygiene team will monitor & keep a record of the sanitization of rooms, handles, switches, remote, etc
- Room after checkout will be allotted to next guest after 24hrs which automatically ends the contagion, if present
- Alcohol swipes & sanitizer will be available on request
- Rooms amenities will be placed before your arrival to reduce the touch point handling
- Digital newspapers
- New laundry protocol
- Housekeeping staff will clean your room only after your approval.





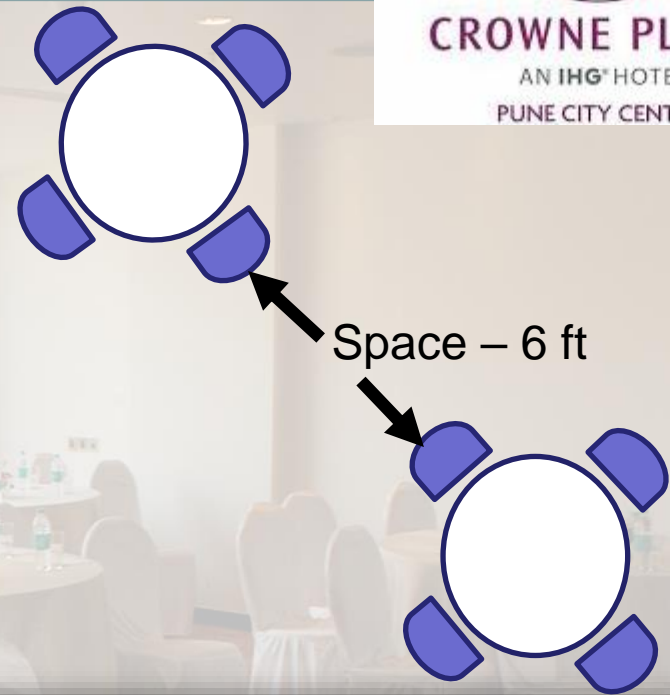
## Food & Beverage

- All the tables will be placed at 6ft distance
- Tableware like silver ware will be placed on the table after the guest arrival
- Associates will be masked all the Time.
- Our associate will monitor & keep a record of the sanitization of the restaurant, EDC machine, trolleys,etc
- Pre-plated & set menu will be served from kitchen to table directly, No buffet is encouraged
- In room dining team will cover your food safely and will drop till your door
- Contactless Payment



# Seating arrangement with social distancing

- **Cluster/ Round** – 6ft distance, 4 guest only
- **Classroom / Rectangular** – 6ft distance, 2 guest only
- **Theatre Style Seating** – 3ft distance between each chair





# Banqueting venue

**At Crowne Plaza Pune City Centre we believe it's time to meet “differently”.**

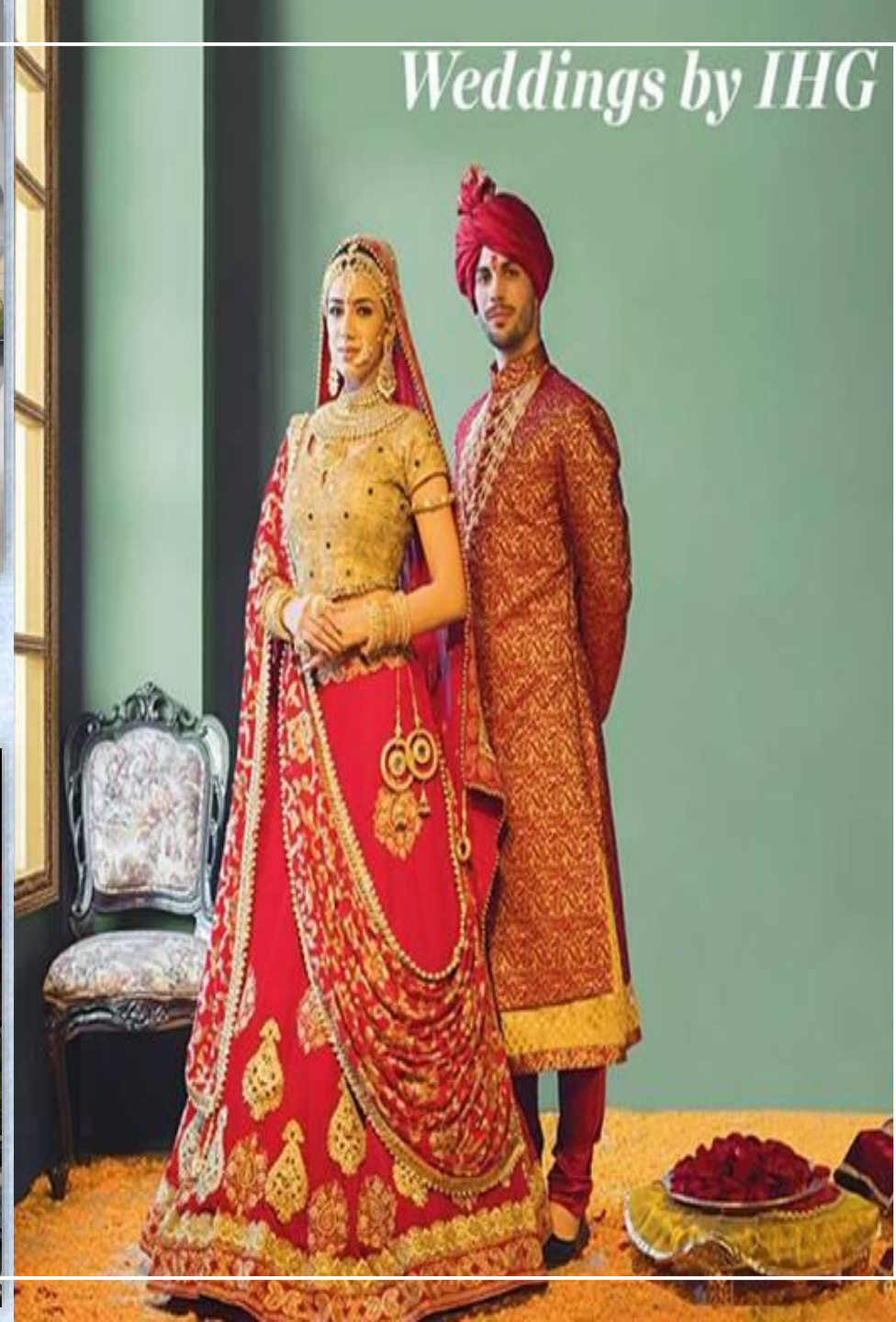
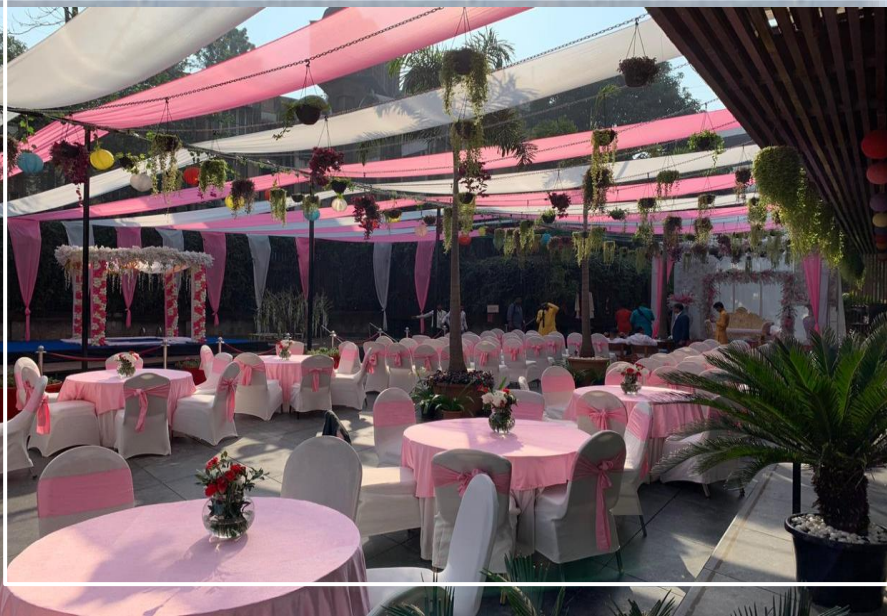
- Entire banqueting will be sanitized on everyday basis
- Handle, switches, washroom will be sanitized in every 2hrs.
- Hand sanitizer & disinfectant will be provided in every venue & pre-function area.
- Banqueting staff will be wearing mask & gloves all the time.
- Our associate will monitor & keep a record of the sanitization of the banqueting equipment's
- Meeting stationery will be provided just before arrival
- Tea / coffee break will be served inside the venue to escape gathering at pre-function area.
- Set meal boxes will be served during conference & meeting to evade buffet gathering
- 15% Discount on video conferencing equipment's.

**Our goal here is to give our guests a safe space and peace of mind amidst the uncertainty.**





## WEDDING BY POOLSIDE





# CROWNE WEDDINGS

**things just got little more personalized**

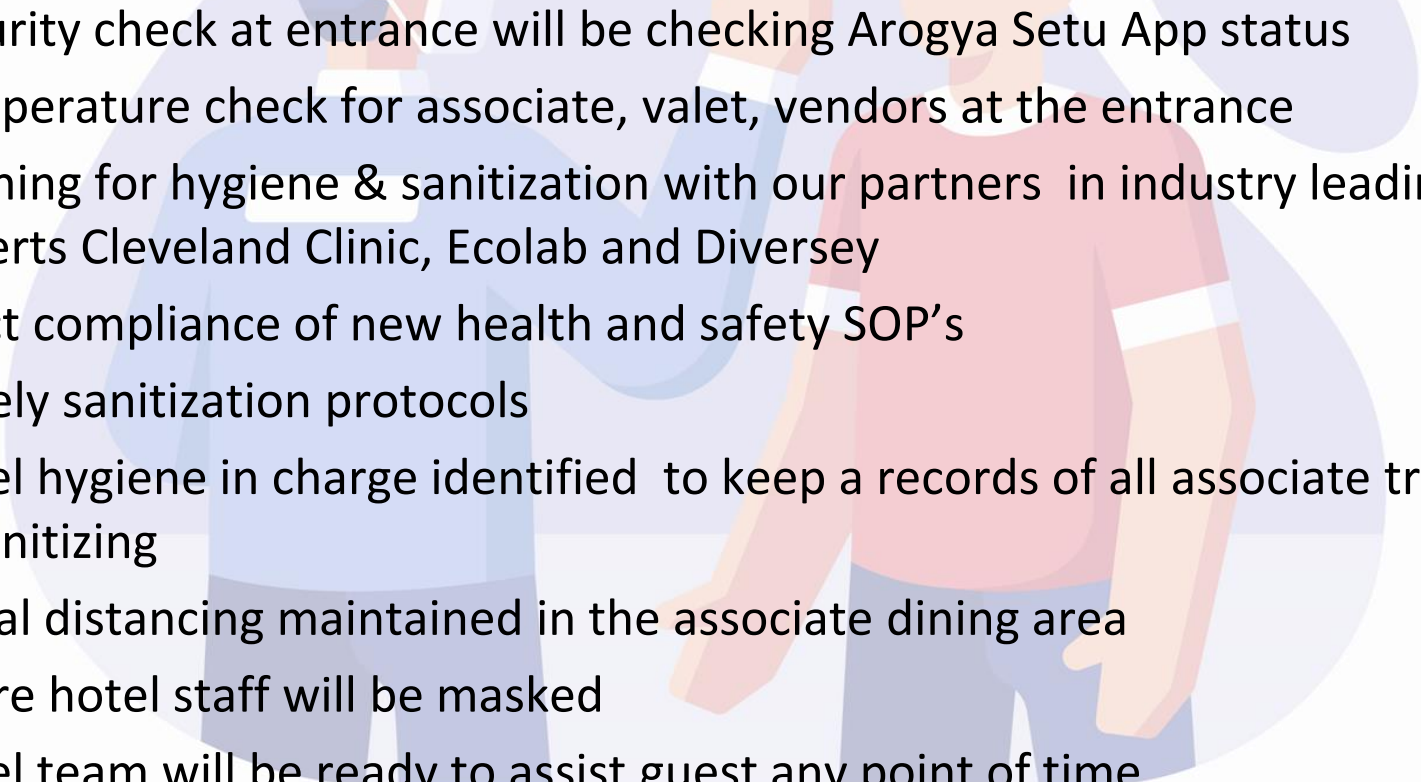
- Dedicated wedding planner with years of experience to handle your event efficiently
- Banqueting team to follow all the standards & procedure of hygiene & sanitization
- Wedding guest room allotment at a dedicated floor.
- Silver service or pre - plated food to all your guest making the wedding grandeur
- Helping in setting up video streaming of the wedding for all your guest who are unable to attend
- Seating arrangement to personally discuss in advance so no fun can be missed while maintaining social distance



# Banquet capacity – social distancing adhere

VENUE	DIMENSIONS (in ft)				SITTING ARRANGEMENT			
	AREA SQ. FT.	LENGTH	WIDTH	HEIGHT	THEATRE	CLUSTER	CLASS ROOM	U- SHAPE
<b>Cedar</b>	1600	57.5	28	11	60	40	30	20
<b>Wisteria</b>	1325	53 ft	25 ft	10 ft	60	40	30	20
<b>Juniper 1 &amp; 2</b>	625	25 ft	25 ft	22 ft	20	16	12	12
<b>Magnolia</b>	2200	51	44.5	7.5	60	40	30	20
<b>Tulip</b>	952	34 ft	28 ft	8 ft	35	20	16	16
<b>Maple</b>	500	25 ft	20 ft	8 ft	20	16	12	12
<b>Ivy Iris</b>	384	16 ft	24 ft	8 ft	20	16	12	12
<b>Executive lounge</b>	1000	50 ft	20 ft	8 ft	30	20	16	16

# Zero contact – associate journey

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- Security check at entrance will be checking Arogya Setu App status
  - Temperature check for associate, valet, vendors at the entrance
  - Training for hygiene & sanitization with our partners in industry leading experts Cleveland Clinic, Ecolab and Diversey
  - Strict compliance of new health and safety SOP's
  - Timely sanitization protocols
  - Hotel hygiene in charge identified to keep a records of all associate training & sanitizing
  - Social distancing maintained in the associate dining area
  - Entire hotel staff will be masked
  - Hotel team will be ready to assist guest any point of time.



# We just can't wait to see you Back

For inquiries or clarifications,  
please contact us at

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