

**Namaste!**

**We are in the midst of an unprecedented situation and at Fragrant Nature we have always placed the highest emphasis on safety and well-being of our guests and colleagues with benchmark standards of cleanliness and hygiene. We would like to take this opportunity to share how we have used this time to implement even more detailed measures to prepare ourselves to welcome you back whenever you feel safe to travel.**

**Our Policy, Guidelines & SOPs have been revised across all our properties to meet your expectations**

- Specially curated training & e-learning programmes for associates: Conduct & Precautions for Personal, Social & Workplaces. All associates have downloaded Aarogya Setu Mobile App
- All transfers are by cars disinfected after each use with a trained driver strictly following all safety measures (including sanitizers, driver partition, etc.)
- Masks (3-layered) and disposable gloves are being worn by all team members at all times and changed frequently
- An Express check-in counter at the hotel will collect all documents before actual check-in, we are also planning to upgrade to an in-room web check-in feature (to be launched shortly)
- Greeting the Guest the traditional way with 'Namsate' and no hand shake
- Temperature readings of all resident/non-resident guests are taken at the entrance of the hotel
- If any of the parameters for our guests or colleagues are not normal, a medical examination and medical assistance will be provided immediately
- Fresh cold and hot paper napkin dispensers are installed
- Guest luggage will be disinfected before entering the hotel
- Digital payment methods are promoted more over cash transactions
- All rooms are cleaned twice a day with antiviral chemicals, housekeeping staff use fresh gloves for every room they service
- Protocols are in place for staff in the kitchens, restaurants, in-room dining, business centres, and banquet halls to sanitize their hands every time they serve food or touch food-related items
- Social distancing will be practiced in all public areas, restaurant tables will be arranged maintaining safe distance between each other

- All restaurants will promote advance orders from a pre-set menu and the buffet menu will stay on hold for the moment. In-room dining would be promoted more
- The restaurant tables will not have cutlery or table cloths laid to ensure minimal contact
- Individual records of guest details with their route map will be maintained at the hotel
- Only a maximum of 4 persons will be allowed in the elevator
- The swimming pool and health clubs to open only as per advice from the authorities
- Amenities kept in rooms will be not be reused
- Updated and detailed cleaning checklists, including the use of professionally identified chemicals and agents for all areas, including laundry, are being followed and monitored closely
- To ensure all standards and protocols are adhered to, each hotel has a dedicated Hygiene and Safety Manager who shall be the one coordinating with health department
- The hotel kitchen area is divided into three zones- Range critical operation zone, Non-range critical zone, and the pre-preparation zone
- All purchases at the kitchen will be monitored very carefully, all crates will be disinfected, cardboards will be removed and placed in designated areas only, no outside crates will be entered into our storage area plus all bottles (liquor) will be cleaned using soap water
- Social distancing is maintained in the kitchen where all Non-veg food ingredient is washed in 100ppm chlorine solution and Veg food ingredients in 50ppm chlorine solution
- The biometric attendance system is put on hold at the moment
- Temperature readings of all associates are recorded frequently and no one with symptoms of fever or flue will be allowed for duty