

# ALL ABOARD THE SAFETY EXPRESS



# GRT

HOTELS & RESORTS  
—THE PROMISE OF MORE—

*grand*  
CHENNAI  
BY GRT HOTELS

*grand*  
KAKINADA  
BY GRT HOTELS

*Radisson* BLU  
HOTEL GRT CHENNAI  
Chennai International Airport

*Radisson* BLU  
RESORT TEMPLE BAY  
MAMALLAPURAM

*Radisson*  
BENGALURU  
CITY-CENTER  
ULSOOR LAKE

*GReaT trails*  
KODAIKANAL  
BY GRT HOTELS

*GReaT trails*  
YERCAUD  
BY GRT HOTELS

*REGENCY*  
MADURAI  
BY GRT HOTELS

*REGENCY*  
TIRUTTANI  
BY GRT HOTELS

*REGENCY*  
TUTICORIN  
BY GRT HOTELS

*REGENCY*  
KANCHIPURAM  
BY GRT HOTELS

*REGENCY*  
SAMEERA VELLORE  
BY GRT HOTELS

*REGENCY*  
TIRUNELVELI  
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*ZIBE*  
COIMBATORE  
BY GRT HOTELS

*ZIBE*  
HYDERABAD  
BY GRT HOTELS

*ZIBE*  
BY GRT HOTELS

# KEEPING YOU PROTECTED ALWAYS

*WE ARE GLAD YOU ARE BACK AND WE COMMIT TO KEEP YOU SAFE!*



We have taken all possible measures in light of the COVID-19 virus to keep your stay normal and smooth-flowing. All our team associates are informed of the latest developments and are ready to assist you in any way should you need anything. Here is a look at all the measures we have taken in each and every part of the hotel to ensure you remain safe.



## PRE-ARRIVAL

### *A SAFE START*

#### *For you:*

For a quick and safe check-in we would request you to please send us your Government approved ID proof by email before the arrival date.

We would also like you to please go through our safety booklet that informs and prepares you for the new normal.

# GUEST TRANSPORT

## CARING FOR YOU ALWAYS

### *For you:*

We request you to sit diagonally opposite to the chauffeur in the back seat of the car to maintain social distancing. And make sure there are not more than two people seated in the back seat.

We would also request you to handle your own luggage as much as possible to minimise contact.

It's advisable to wear your mask at all times, specially while travelling in the car. If you don't have one, please ask the chauffeur from GRT Hotels and Resorts and he will provide you with one.

If you need the chauffeur's assistance, do let him know and he will do so after sanitizing your baggage/purse etc.

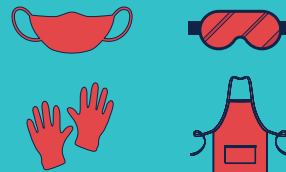


### *Staff safety measures:*

To keep you protected, the chauffeurs will wear all personal protective gear as part of their uniform. The gear will include masks, gloves, aprons and goggles or face shields.

In order to minimise contact, our chauffeurs have been advised to keep conversations to a minimum.

Our cars are disinfected on every arrival using Virex 256 spray cans, a disinfectant that's approved safe for travel by both CDC (Centers for Disease Control and Prevention) and EPA (Environmental Protection Agency) USA.



TEMPERATURE  
CHECKING



## ARRIVAL

### WE WELCOME YOU

#### *For you, at the entrance:*

Temperature check of all guests is mandatory before entering the hotel premises, we request all guests to please comply for everyone's safety purposes.

Kindly wear a face mask at all times when in the hotel. This is a compulsory precautionary step that must be adhered to for everyone's safety.

All GRT Hotels and Resorts have a specially created Sanitization Desk, and guests can approach them in case of any requirements like masks or hand sanitisers, etc.

In order to ensure that you are completely protected your luggage will be disinfected again before it is taken into the hotel at a specially created separate station.

# CHECK-IN

## CHECKING-IN SAFE AND SOUND

### *For you:*

We urge you to follow the floor markings to maintain social distance while waiting to check-in at the front desk.

Kindly fill in self-declaration forms upon arrival. This will help us identify people who visited Red Zones in the last 14 days.

As far as possible please make use of the online payment facility available at the front desk.

We have hand sanitizers placed at all key points in the hotel, please make use of them.

We request you to maintain a social distance of 6 feet always.

### *Other safety measures:*

Guests arriving from restricted countries or regions, will be allowed to check-in first, to ensure that they don't spend much time at the front desk.

We have temporarily stopped newspaper delivery to the room, kindly **Dial 1** for newspapers to be delivered or for online newspapers.

To ensure social distancing and minimal contact we have temporarily suspended baggage assistance and room escorting. If you require baggage assistance, it will be brought in a separate lift and left outside your allotted room.



# SAFE GUEST ROOMS

## STAY SAFE ALWAYS

### *For you:*

All the frequently touched surfaces in the room are sanitized by our trained housekeeping team as a special protocol and are safe to touch.

The surfaces sanitized include door handles, minibar handle, TV remotes, chair handles, telephones, bathroom handles, shower handles, toilet seat covers, health faucet and wash basin tap and other surfaces in the room.

We have also placed a specially created immunity booster kit in every room, do use it to stay healthy and protected.

In case you wish to be extra careful and need personal protective equipment available, arrangement to purchase can be made by contacting the front desk.

Room linen will be changed once in two days only.

For your safety, other housekeeping services like in-room evening service, bathroom cleaning are temporarily suspended to ensure social distancing and minimal contact during your stay. But if you need any of these services, please **Dial 1**.







## SAFE GUEST ROOMS

### STAY SAFE ALWAYS

#### *Services available on demand:*

To change linen every day, a clean cloth bag with required sanitized linen and terry will be handed over to you to help yourselves. Kindly place the soiled linen in the same bag seal and leave it outside your room.

For minibar and tea/coffee amenities, please **Dial 1**.

If you want, complimentary fresh cut seasonal fruits will be delivered to your room upon request.

Only a single one-time-use bath amenity will be available in the bathroom. Other amenities will be delivered to the room upon request only. Please **Dial 1**.



# ALL DAY DINING RESTAURANT

## DINE SAFELY

### For you:

If the restaurant is overcrowded, we request you to wait in the room or have food delivered to the room.

Before entering the restaurant, please use the sanitization station kept at the guest desk.

Please use cotton balls at the sanitization desk to clean phones and credit cards before use.

If you're in the restaurant but are not eating, kindly wear a face mask.

### What we are doing:

To ensure social distancing at all our restaurants, tables will be separated by a minimum distance of 3 meters from each other.

If you are travelling together as a family, we have arranged tables to suit your needs as well.

To ensure we go the extra mile, all tables are sanitized after every use.

We will use only disposable paper napkins at all our restaurants and the cutlery is specially sanitized and packed. If you'd like to use disposable cutlery, please ask for the same.

Our associates will maintain a two feet distance while taking orders and serving. To keep your dining experience uninterrupted, you can now find our restaurant menus online from our GRT hotels app for some hotels. All menu tablets are sanitized regularly.

We are avoiding buffets in order to ensure dining is a safe experience for all. The hotel will instead have a *table d'hôte* - fixed menu for breakfast. Please inform our associate of your choice and we will serve your meal at the table.



## BAR

### SAFETY BAR NONE

#### *What we are doing:*

To ensure that you maintain social distance even while you dine, we have placed all our tables at a minimum distance of 3 meters from each other.

We will not be having seating at the bar counter.

To keep the dining experience easy, our menu cards will be kept on the table.

Our staff will maintain a minimum two feet distance while taking order and serving to maintain social distance.



# IN-ROOM DINING

## *DINE TO SAFE EXPERIENCES*

To ensure a contactless dining experience, all in-room orders will be handed over at entrance of each room.

We have also advised our staff not to enter any room unless the guest specifically wants the food to be delivered inside, even then they have been told to maintain social distancing.

Kindly excuse us if it takes longer than usual for your orders to reach the room as we have strict protocols to be followed for every delivery order.

### *For you:*

Once you complete your meal, we request you to leave the tray outside your room.

Please **Dial 1** to have the food trays cleared.



# FITNESS CENTERS

*ONLY SOME OF OUR HOTELS  
WILL HAVE FITNESS FACILITIES OPEN.  
PLEASE CHECK BEFORE ARRIVAL OR ON ARRIVAL.*

## *What we are doing:*

AT GRT Hotels and Resorts, all frequently touched surfaces are disinfected every hour.

We request you to follow the social distance guideline in all public areas.

We will sanitize all damp and wet places regularly for your safety.

To keep you protected, all fitness equipment's handle and seat cover will be disinfected after every use.

Due to the current situation, our personal trainers will not be available.



# SWIMMING POOL

## SWIM TO SAFETY

### *For you:*

Guests with symptoms of cold, running nose, cough, fever and sneezing will not be allowed to use the facility.

### *What we are doing:*

We ensure that the correct Chlorine (1.5 to 3PPM) and PH (7.2 to 7.8) levels are maintained at all times.

We sanitize all pool loungers and safety equipment after every use.

If you'd like we have special sanitized towels for your use. All you need to do is just ask!



# LAUNDRY SERVICE

## KEEPING IT CLEAN

### *For you:*

To ensure we deliver your clothes on the same day, our laundry service will be available from 9:00 am – 6:00 pm.

Please fill the laundry sheet and keep the laundry outside your room and please **Dial 1** for laundry pick up.

### *What we are doing:*

All our laundry bags will be sanitized before processing.

Once we complete your laundry, it will be kept outside the room and you will be informed.



## SAFETY ALL THE WAY

### *For you:*

Only few guests at a time will be encouraged to use the elevator, to maintain social distancing norms. We apologize beforehand for any delay and inconvenience caused to you due to the new safety norms.

To ensure social distancing is maintained inside (minimum 3 meters distance), all elevators have special markings that act as a guide and help guests stand without facing each other.

A sanitizing station is installed in all the lift landing areas for your immediate use.

### *What we are doing:*

Our housekeeping staff regularly sanitize all the elevator buttons.

To assist you, we have a lift operator with personal protective equipment in the lift at most times.

## ELEVATORS





# HOUSEKEEPING

## *PUBLIC AREA: CLEANLINESS MATTERS MORE THAN EVER*

### *What we are doing:*

We at GRT Hotels and Resorts ensure all public areas are completely disinfected at regular intervals with internationally approved sanitizers round the clock.

We focus on the key touch points in public areas like – taps, telephones, tabletops, door handles, lift buttons, light switches, public area restrooms, counter tops, water closet seats for disinfecting and steam cleaning protocols relentlessly.



# DEPARTURE

## LEAVE IT TO US

We request you to please follow the floor markings to maintain social distancing while waiting to check-out, at the front desk.

Kindly make use of the online payment facility available at the front desk.  
We will not accept currency notes.

We will directly send the invoice to your mail, please make the most of this facility to spend less time at the front desk.

### *What we are doing:*

We sanitize the room keys after every guest use.

In order to maintain a safe environment we check and screen all employees on a daily basis. We also have limited their numbers to a bare minimum.

If any guests are observed with symptoms, they will be quarantined in the room and the local authorities will be informed.

We will not be allowing visitors from outside to the guest rooms.

No outside food delivery vendors will be allowed.





For more details, Call - 044 6650 0050

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