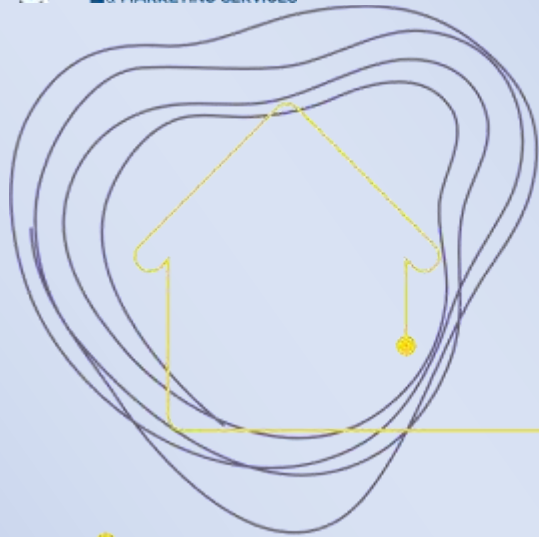




YOU MATTER





We at Indana Hotels look to implement a comprehensive action plan focussed on keeping YOU & allour stakeholders safe.



7



Arrival at the Airport

Pick-up vehicle

Guest Check-in - Check-out

Lobby

Elevators

Guest Room

Restaurants

Banquets/Conferences/Meetings

Gym/Spa/Swimming Pool

Shopping Plaza

Arrival at the Airport

- Welcome with a Namaste from a safe distance
- Guest to be offered Hand sanitizer & Mask if required at arrival



Pick-up vehicle



Guest Check-in - Check-out

- Digital check-in pre-arrival will be facilitated with minimum contact at physical check-in, for signatures on the required documents
- Disinfected guest keys will be handed over

I ll b ll d h



Lobby

- Only 2-4 guests will be allowed in the lobby and will have to strictly maintain physical safe distance from each other
- Clear markings will be drawn for guests to follow & maintain required distance when in public spaces
- No guests will be allowed to do a meeting in the lobby all visitors will have to be met in the restaurants/coffee shop - reservations for a table will be mandatory



Elevators



Guest Room

- "HIGH TOUCH" TO "LOW TOUCH"
● Linen provided on demand
- Linen sleeve to ease sanitization of the same
- Linen once guest has checked out
● Linen will only be changed
- Linen at regular intervals or as requested



Restaurants

- Breakfast, Lunch and Dinner timings will be bifurcated in two slots to avoid crowding – will encourage reserving time slots for each guest
- Tables, chairs and all silverware will be disinfected in restaurants
- Safe distance will be maintained between 2 tables & only 2 chairs will be provided on each table
- Contactless Dining - Digital menus to Digital Payment
- Restaurant Manager & Server will attend to you on request as required
- The kitchen staff will keep a strict check on hygiene and safe cooking methods will be followed



Banquets/Conferences/Meetings

- Only allowed number of guests will be permitted in mind the safe distance
- The number of banquet guests will be limited in mind the safe distance norm to be followed



keeping

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Gym/Spa/Swimming Pool



Shopping Plaza

- Only allowed number of guests will be permitted to use the facilities keeping in mind the safe distance

- safety norms of distance & personal protection



DEPARTMENT SCOP (Stan

Hotel Management has provided detailed SCOP to all Departments

Along with a **CONTAINMENT PLAN**

In case of any emergency, there will be 24 hrs access to ambulance and hospitals

The floors and rooms will be immediately vacated & quarantined for any suspected case

- Wear masks
- Wash/Sanitize your hands
- Maintain at least 1m distance from people
- Sanitize the products that you ordered online before using them



AVOID THIS

- Touching unattended surfaces
- Looking for new information or google too much, it might disturb your mental peace





Distancing should not just be practiced with people but also with fake news

Keep your body active and exercise at least 30 minutes
a day to keep yourself healthy and fit

Keep yourself surrounded by positive people and environment

STAY STRONG BE POSITIVE.

WE SHALL STRIVE TO SURVIVE TOGETHER

We hope to see YOU soon again

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