



## Health & Safety Measures

- Social distancing, viz. maintaining ~6 feet of distance, and hygiene norms must be followed across the property ( Sign for social distancing and que manager stand place in public area)
- All guests/hotel staff are required to wear face masks in public areas. Guests are requested to frequently sanitise or wash their hands well while on the premises. Sanitiser dispensers are available across public areas for guest usage.
- Rooms will only be given on single occupancy, or double occupancy for family members. Triple occupancy and extra beds will not be allowed
- No visitors will be allowed on guest floors
- Guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24 to 30° C
- Temperature checks will be conducted every time a guest, hotel staff or vendor enters the property. Should the temperature be higher than 99 degrees, along with other symptoms, including but not limited to coughing, sneezing and shortness of breath, entry to the property will be denied and the guest will be provided with the details of the nearest hospital or healthcare facility
- For in-premise guests or hotel staff who may not feel well at any time, our hotels have a defined protocol to assist them to reach out to the concerned hospital.
- All guests must download the Aarogya Setu mobile application. Guests are advised not to visit containment zones
- At the time of check-in, guests will be required to submit a signed self-declaration form and share their travel history for the 14 days on arrival
- Guests are requested to use personal pens to minimise contact. If not available, hotel staff will offer a pen which will be cleaned and sanitised before and after use
- Sanitisation processes will be undertaken periodically, as per recommended guidelines, in all public areas including restaurants, banquets, lobby, etc.
- There will be continuous sanitisation of all public areas and back areas, including all surfaces, floors, furniture, table tops, counters, elevator buttons, door knobs/handles and equipment
- Most public area doors will be left open to avoid physical contact.
- Seating arrangements in all public areas, including the lobby, restaurants, banquets, have been reduced to follow social distancing norms.



- All property vehicles are cleaned, sanitised and inspected before and after every use
- Certain areas, including fitness centers, swimming pools, spa are temporarily non-operational.
- Mandatory quarantining is carried out of all non-perishable supplies once they are received at the property. Perishable items, including fruits, vegetables, groceries and other ingredients are thoroughly cleaned at the time of receipt
- Hotel staff are being sensitised and trained on all cautionary and preventive measures.
- The team is maintaining appropriate hygiene standards and wearing gloves and masks, in all areas, throughout their shift
- Team members will aim to maintain social distancing norms while interacting with guests throughout the property
- Contactless modes of payments are available, including Paytm, UPI, online transfers.
- In case of card payments, the EDC machines are sanitised after every use
- No outside food and beverage delivery will be allowed anywhere on the premises
- All guidelines from WHO and FSSAI (for food and beverage production and service) are being strictly followed in order to maintain the desired hygiene standards across all areas