



Our New Normal In Times of COVID 19
Radisson Gurugram Udyog Vihar

Radisson Hotels Safety Protocol

- We developed our own cleaning and disinfection program in partnership with **SGS**, the world's leading inspection, verification, testing, and certification company.
- We considered all relevant touch points in the guest experience, with a special focus on public spaces and high-traffic areas, and have defined a **20-step protocol** to reopen hotels.
- These measures are strongly recommended for our hotels to ensure the health, safety and security of our guests, team members and partners worldwide.

Key Guidelines

- All hotel staff is wearing PPE mandatorily while performing their duties at the property.
- Social distancing with a safe distance of at least 2m(6 feet) is being maintained mindfully while at the property. Markings done at all areas required.
- Aarogya Setu app is mandatory for guests as well as employees entering the hotel premises.
- Trainings of employees at regular intervals to ensure that all hotel employees use PPE and sanitizers while doing daily activities.
- Daily Temperature is being checked with a thermal thermometer for all staff members and every guest. Random monitoring and logging of all guest's body temperature is also being done.
- Hand sanitizers are available at all guest and staff areas.
- Self declaration of all employees and guests including their travel history is being monitored.
- Everyone entering the hotel is having their shoes sanitized. Shoe sanitizers are placed at the guest as well as employee entrance.
- Guests are being briefed about the do's & don'ts while at the hotel.

Social Distancing

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

Stay at least 6 feet (about 2 arms’ length) from other people

Do not gather in groups

Stay out of crowded places and avoid mass gatherings





Guest Journey

Disinfecting the Guest Car



Opening the car door wearing gloves
and masks



Mandatory Temperature Check at
the Entrance



Marked Areas for Social Distancing



Contactless Arrival Procedure

- Guest to receive a Pre Arrival Communication for Contactless check in through confirmation mail by reservation.
- Google form or Registration Card will be sent over the email. We will call the guest a day prior to fill the details and send over the email along with acknowledgement.
- Government approved photo IDs for Indians / Passport & Visa for Foreigners can be sent along with the Business card.
- Email body of reservation is amended, requesting above details to be filled.
- Credit Card Authorization, Bank details or Payment Link to be sent before 48 hours along with the registration card.

Contactless Arrival Procedure

- Preference form will be sent.
- Glass Check in window is being created for guest who will not give the details over the email.
- Separate Inventory of sanitized(Pens and Leather Folder) is being used by staff & Guest purpose during check-in.
- Contactless Debit card transactions are being done through Wi-Fi EDC machines.
- Disinfectant Machines(UV Rays) for Cash Payments.
- UV Sanitized key is been handed over to the guest.

NOTE: Payment Gateway or Payment Link to be used for Payments

Welcome by Guest Relations

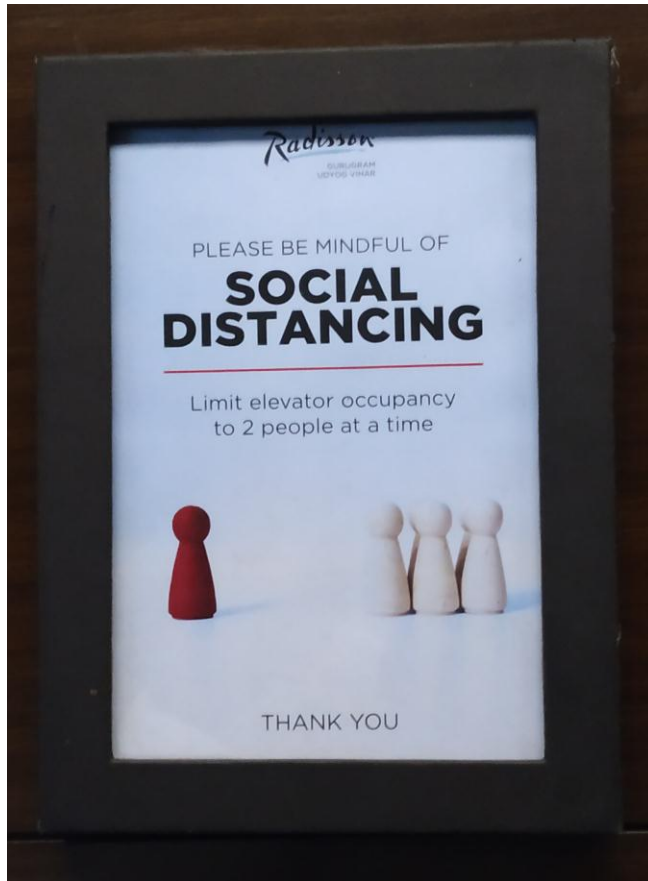


Collect Room Keys



Guest Elevators

Social Distancing is been followed by limiting the elevator occupancy to two guests at a time



Contactless Check Outs

- Folios to be sent day prior to the departure date.
- Payment link/Bar code is being sent to the guest along with the folio who wants to make the payment through credit card.
- In some cases we are taking the payment through Debit or Credit card via Wi-Fi Transactions on our regular EDC Machines.

Airport/ Car Transfers

- Guest are being informed about the availability of Sanitizers, masks and water in the car.
- Luggage is being sanitized with disinfectant before placing in the car.
- Guest must wear mask and use sanitizer before entering the car.
- Cars are being sanitized before & after each journey.
- Newspaper & Other Stationary(Magazines) are discontinued.
- Safety Screen/ Curtains would be installed between Chauffeur & the guest.

Hand Sanitization



Concierge Services

- Staff is wearing PPE at all times.
- Packages received for guest are being sanitized before delivery.
- Luggage is being sanitized at hotel entrance/main Porch.
- Luggage Trolley cleaning/sanitizing schedule is being followed on an hourly basis.
- Baggage Trolley is being used without fail even for bag packs.

Gym and Swimming Pool

- Disinfectant Spray to be kept at Gym along with tissues for machinery.
- Disinfectant Spray to be used after every workout.
- Small Water Bottles to be kept instead of Water Dispenser to avoid using glasses.
- Gloves are available for guest's in Gym.
- Entry in Gym to be restricted to maximum three guest's at same time in order to maintain social distancing.

Closure of Swimming Pool, Spa & Steam room till further government update

Guest Room

- Special attention towards cleaning and sanitization of glassware in the room.
- Bath amenities, private bar inclusions will be single use, sanitized and sealed.
- All departure rooms are being thoroughly cleaned along with the steaming of sofas and curtains, tumble dry of all duvets and cushion sand pillows.
- The rooms are being rested for period of 24 to 48 hours before being allocated to the next guest
- All surfaces such as wall coverings, mattresses, furniture, furnishings, bath fittings, floor sand floor covering also including identified high touch points such as door handles, drawers, remote, bed side tables are being disinfected daily using diversey's 'Oxivir Five 16 and Virex II 256'.





F&B STRATEGY FOR COVID 19



TECHNOLOGICAL CHANGES

- Digitalised Operations



CONTACTLESS DINING

- Menu Scanning by QR Codes
- POS Integration



REBUILDING OF DINER'S SENTIMENTS & CONFIDENCE

- Sanitised Kitchens
- Restaurant with Social Distancing setup



SAFE & SANITISED ENVIRONMENT

- Masks and disposable gloves for all employees
- Safety Kit
- Sanitisation

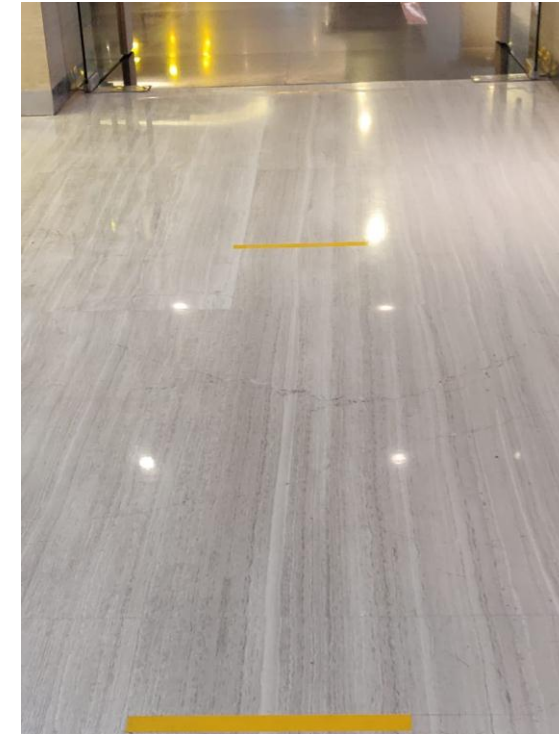
FOOD & BEVERAGE OUTLETS



Sanitise your hands



Allow hostess to Assist



Stand On Markings

CAFÉ NH8

Social Distancing maintained in Table arrangements



Staff will serve with Mask & Gloves



THE BREW BAR

Social Distancing maintained in Table arrangements



Staff will serve with Mask & Gloves



BANQUET SETUPS

Cluster Setup



- Every banquet setup for corporate meeting will have limited seating with minimum one meter physical distance maintained between each participant.
- Face mask, hand sanitiser and disposable gloves will be available at the entrance.



BANQUET SETUPS

U Shape Setup



BANQUET SETUPS

Theatre Setup



BANQUET SETUPS

Boardroom Setup



Drive-By Gourmet | Home Delivery Menu

A harmony of fresh, seasonal produce and sustainable food selections, our responsible dining initiatives brings the taste of familiar flavors home

HYGIENE AND SAFETY MEASURES



Regular temperature
checks and control



Hygienically prepared
fresh food



Regular sanitization
and cleaning



Use of masks, gloves and
other equipment as
prescribed



Radisson®

SIMPLY DELIGHTFUL

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