



POST COVID ACTION PLAN

Airport Pick up	
1	Sanitizing of the car before departure for Guests Airport Pick Up
2	Sanitizers to be placed in the car
3	Mask to be placed in the Cover
4	Offer sanitizer at the time of Guests pick up from the Airport
5	Driver to wear gloves and mask
6	Sanitizing of the driver post-arrival
7	Sanitizing of the car post-arrival

Pre-Arrival and Arrival	
1	Guest ID to be collected as a soft copy prior to guest arrival to be mentioned in pre arrival email
2	Precautionary measure which Retreat practices to be included in the pre-arrival email
3	Welcome experience will be Namaskaram and no ATG to be mentioned on Pre-Arrival Emails
4	Arti Tikka Garland to be on Hold for Arrivals and to be mentioned on Pre-Arrival Emails
5	Coconut water on arrival remains as Welcome Drink for all Retreats or Ginger infused Green Tea for NRBB, NRCC, and NRAK exception being NRSS
6	Guests Mobile Phones must be Sanitized on Arrival at the Retreat
7	Health based discussion as well as a check of body temperature with Doctor on arrival
8	Staff Members to Offer Sanitizers to Guests for Proper Sanitization of Hands for check-in procedure
9	Declaration form to be Signed by the Guests and Temperature checks to be done Once during the Stay of the Guests
10	Brief about the safety measure practices at the Retreat
11	Provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest contact areas
12	Restrict usage of EPABX telephones to a minimum and use WhatsApp for any guest information to be shared with departments



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Food & Beverage Service	
1	Staff members to offer sanitizers to Guests for proper sanitization of hands before dining
2	Welcome drink remain coconut water for all retreats and ginger-infused green tea can be used for NRBB, NRCC and NRAK exception being NRSS
3	Dish Washing - Standard Operating Procedure to be used
4	Team members must use hand sanitizer after clearance of soiled cutlery
5	Extending the breakfast timing for better Management of Food and Breakfast Operations
6	Sanitizing the cutlery and crockery
7	Retreats must avoid the Chair Cushions
8	Retreats must sanitize the tables and chairs including all furniture after every guest use

Laundry and Room Cleaning	
1	Linen to be disinfected with high grade fibre friendly chemicals and heat application procedure
2	Fresh Linen to be covered properly once received from laundry and covers for laundry to be arranged from vendor
3	Perform routine cleaning and disinfection of all contact surfaces in public areas guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.
4	Provide alcohol-based hand sanitizer that contains at least 60% alcohol in all Public Areas of the Retreat
5	Gloves and Mask to be there for all team members
6	Room cleaning option to be checked personally as per guest convenience
7	Home Made Chocolates or Immunity bars prepared In House by Chef to be placed in Guest Rooms and Guest Cottages During Turn Down Service
8	RO Water to be replaced with One Ginger Water Bottle and One Normal Water
9	Using gloves while cleaning the Guests rooms



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Pool usage	
1	Pool cleaning details will be briefed at the time of Property Orientation of the Guests
2	Pool beds to be sanitized after every Guests Use
3	Chlorination to be done on a regular basis
4	All pool towels to be packed and handed over to guest on guest request
5	Pool beds will be placed at a specific distance.
6	Restriction to be done for Number of Guests in the Swimming Pool at a Time
7	Gloves and Mask for the associates should be Provided for Swimming Pool Usage

Food & Beverage Production	
1	Gloves and Mask to be there for all team members
2	Kitchen area to be disinfectant duration wise
3	Immunity Booster menu for guest
4	Detox water to be placed for Lunch and Dinner in Café Samsara
5	Dishwasher to set at least 60 degrees to kill the virus
6	Washing of all Fruits and Vegetables to be done with Soap Water for 60 Seconds and then Washing the Fruits and Vegetables with Clean Water and Suma Tab

Laundry	
1	Laundry sheet will have the precautionary measures, we practice at the time of washing.



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Spa	
1	Spa therapist will be using the mask and a small demonstration on handwashing before the massage to the Guests
2	Spa Bathrooms to be Sanitize after every Guests Use
3	Spa Beds to be Sanitize after every Guest Use
4	Spa bed sanitation brief while consulting

Others	
1	Safety Measures in use for associates can be discussed as part of Guest interaction
2	All Group Activities and Cultural Programmes - Retreats to Speak to Boat Owners and Other Vendors to define the Sanitization Norms and Social Distancing Norms
3	Social Distancing to be followed while Interacting with Guests of the Retreat
4	Local sightseeing will be Limited
5	24 hrs Doctor on Call facility
6	The Hospital and the contact details of the Health Department to be displayed at all departments and work areas



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Post COVID - 19 Standard Operating Operations for Staff Members and Administration Area	
1	Do's and don'ts for Staff Members to be Circulated
2	Action Plan for Staff Members not adhering to the directives to be rolled out
3	Mobile phones to be sanitized upon arrival at the Retreat at Time Office for all Staff Members
4	Hands to be washed with soap solution before getting on duty for all Staff Members
5	Mask to be used at all times -By the Staff Members
6	Staff to report any symptoms of respiratory disorder and must be discouraged to be at work
7	None of the staff uniform to be allowed outside the retreat specially the shoes
8	Arogya - Setu app must be Installed by all Staff Members on Mobile Phones
9	Discourage usage of land phones and encourage mobile phones post sanitization
10	Cars to be sanitized after each visit outside the resort
11	Sanitization spray to be used post a visit outside the retreat or before entry into the retreat
12	At the Time Office we need to have a tray for dipping shoes into soap solution before getting into work
13	Social Distancing in the staff cafeteria
14	Avoid any gathering across Retreat grounds and in Staff Members accommodation
15	Training in processes of hygiene protocol and on health & safety measures relevant to the current situation.
16	Action plan in the event of anyone reporting the symptoms
17	Sanitization of cafeteria after every usage of staff- staff to self-do the same
18	No visitor and non-employee of the Retreat to be allowed to have food in Staff Cafeteria
19	Proper screening and regular check for the Food and Beverage Production staff
20	Public area washrooms to be disinfected as many times as possible during the Day