

## HOTEL CASTLE MANDAWA PVT. LTD

### Pre Arrival:

- Guests are requested to share a scanned copy of any Government approved ID to enable a smooth and minimum contact check-in.

### Arrival:

- Temperature checks will be conducted every time guest enters the property. Should the temperature be higher than 99.14 degrees, or should other symptoms be displayed, including but not limited to coughing, sneezing and shortness of breath, entry to the property will be denied and the person will be assisted to visit the nearest hospital or healthcare facility.
- 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 prior to arrival.
- All guests (adults) should have the Aarogya Setu App downloaded on their mobile phones and will have to show it while entering the resort. Guests whose App is not green and does not have the "You are Safe" message will not be allowed to enter the resort.
- Resort entrance will be open from 6 am to 8 pm and guests are required to be inside the resort prior to that.
- Car valet services have been temporarily suspended to avoid excessive physical contact.
- Vehicles & baggage will be sanitised on arrival.

### On-premises:

- Social distancing, viz. maintaining 6 feet of distance and hygiene norms must be followed across the property.
- All guests are required to wear face masks in public areas. Masks are available for purchase at the resort.
- Guests are requested to frequently sanitise or wash their hands while on the premises. Sanitizer dispensers will be available in public areas.
- Markings have been made on the floor for queues, which adhere to social distancing norms.
- Seating arrangements in all public areas, including the lobby and restaurant have been reduced to follow social distancing norms. Guests should adhere to the arrangements as they cannot be altered.
- Guests must follow the government recommended practices for coughing and sneezing.
- No visitors will be allowed inside the resort to meet any guests.
- On-premise guests, who may not feel well at any time during their stay, must reach out immediately to our staff at the reception. Our resort has a defined protocol to assist such guests to reach out to the concerned hospital or healthcare facilities.
- Most public area doors will be left open to avoid physical contact. Guests are requested to not touch or close the doors in public areas.
- Certain areas, including fitness centre, swimming pool and spa will be temporarily non-operational.
- The resort staff will restrict the formation of groups that break social distancing norms. Guests are requested to cooperate with the team.
- The staff at the resort is being trained periodically.
- Doctor on call is available on request.

#### In-Room Service:

- Guest rooms will be serviced on alternate days in order to minimize contact.
- In-room dining is not available.
- Rooms are sanitized thoroughly after every checkout using ultra violet device.

#### Restaurant:

- Restaurant table settings will follow social distancing norms.
- No outside food and beverage delivery will be allowed anywhere on the premises.
- We have designated outdoor areas where social distancing can be maintained & food & beverage service can be availed of.
- We have a special disposable/E-menu in place which the guests can order from.

#### Departure:

- Guests will be provided with e-bills instead of paper bills in order to minimize contact.

#### **For Staff**

- Use of face covers/masks is mandatory.
- Frequent hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Alcohol-based hand sanitizers shall be provided in all public areas.
- Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- Temperature shall be monitored daily.
- Self-monitoring of health by all staff and reporting any illness at the earliest to the health care officials.
- Spitting is strictly prohibited.
- Installation and use of Aarogya Setu app by all staff members.
- Staff would additionally wear gloves and take other required precautionary measures.
- Separate entry and exits for guests, staff and goods/supplies have been organized.
- Posters on preventive measures about COVID-19 have been displayed prominently on the premises.

- Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
- Cleaning and regular disinfection (using 1% sodium hypochlorite) of frequently touched surfaces (door knobs, hand rails, benches, washroom fixtures, etc.) in all guest service areas and common areas.
- Proper disposal of face covers / masks / gloves left over by guests and/or staff shall be ensured.
- Deep cleaning of all washrooms shall be ensured at regular intervals.
- Rooms and other service areas shall be sanitized thoroughly each time a guest leaves.
- The kitchen staff shall follow social distancing norms strictly. Kitchen work area shall be sanitized at regular intervals.
- Dedicated isolation rooms.
- In case of a suspect or confirmed case on the premises, the person shall be immediately isolated and the healthcare officials informed.
- Disinfection of the premises will be done if the person is found positive.

*The management reserves the rights of admission and the refusal of service to guests not following social distancing norms, cleanliness and hygiene norms and the house rules.*

*Please note that these house rules are subject to change without prior notice as per changed directives from the Central & State Governments or changed W.H.O guidelines.*