



*The Oberoi Group*



Ready to welcome you back.



## A message from our CEO

I hope and pray that you, your family and friends are safe and in good health at this time.

The COVID-19 pandemic has forced upon us changes in how we will travel and explore our world with an innate sense of caution for our wellbeing.

The Oberoi Group has always prioritised the health and wellbeing of our guests and colleagues with exacting standards of cleanliness and hygiene. I take this opportunity to assure you that we have used this time to implement even more detailed measures, in keeping with World Health Organization and Ministry of Tourism guidelines. Our hotels have always been recognised for their meticulous Housekeeping standards, visible to our guests from the moment they enter. Each one of us now stand committed to being industry leaders when it comes to guest and employee safety as we are confronted with COVID-19.

Our guests have been extremely appreciative of the measures we are taking for their safety. Equally our colleagues have welcomed these initiatives. All enhanced processes are supervised by dedicated Hygiene & Safety Managers, as well as senior members of the hotel management teams.

The contents of this document will give you an insight into the measures we are taking to ensure your safety and wellbeing in the true spirit of the *Oberoi Dharma: with the guest at the heart of everything we do.*

I would like to thank you for your continued support and urge you to share your feedback or suggestions with us at any time.

Warm regards

Vikram Oberoi

## The Oberoi Dharma: A Fundamental Code of Conduct

We, as members of The Oberoi Group, have been committed for over 80 years, through our behaviour and actions, to the following conduct which applies to all aspects of our business:

- 1 Putting the guest first.
- 2 Exemplifying guest care through anticipation of need, attention to detail, excellence, aesthetics and style and respect for privacy along with warmth and concern.
- 3 At all times safeguarding the safety, security, health and environment of guests, employees and the assets of the company.
- 4 Eschewing the short-term quick fix for the long-term establishment of healthy precedent.
- 5 The highest ethical standards - intellectual, financial and moral; reflecting the highest levels of courtesy and consideration to others.
- 6 Building and maintaining teamwork, with mutual trust as the basis of all working relationships.
- 7 Demonstrating two-way communication: accepting constructive debate and dissent whilst acting fearlessly with conviction.
- 8 Demonstrating that people are our key asset, through respect for every employee, and leading from the front regarding performance achievement as well as individual development.



## Arrival

- Our hotel owned cars will be thoroughly sanitised internally and externally prior to each guest transfer and will be equipped with sanitising products for your use.
- Chauffeurs will wear face masks, disposable gloves and face shields.
- Doorman and managers will greet guests with folded hands (Namaste), while maintaining a safe distance, with no physical contact.
- Hand sanitisers/disinfectant wipes and disposable masks will be available at the entrance of the lobby.
- All guests will undergo temperature checks in the porte cochère before entering the hotel. Guests running a temperature of more than 99°F will be met by a hotel doctor to provide medical assistance and advise further course of action.
- Handbag trays will be sanitised after every baggage scan.
- Hotel umbrellas will be disinfected after each use.
- Car keys will be sanitised when they are left with the doorman and when they are returned to guests.
- All guides / local agents will undergo temperature checks at the porte cochère upon their arrival.
- Any visitors with a temperature of more than 99°F will not be permitted to enter the hotel. Face masks will be mandatory and available for anyone who does not have one.
- All baggage will be sanitised on arrival with correctly formulated disinfectant and the baggage scanning machine will be disinfected at regular intervals.
- Each guest will find in their rooms a hand sanitiser for their personal use.
- Medical kits available at the Front Desk; will now also include disposable gloves, face masks, safety glasses, PPE kit and bio disposable garbage bags.



## Check-in and check-out experience



- Guests arriving from restricted countries or regions will be required to share detailed information, as prescribed by the Ministry of Tourism's protocols, prior to arrival.






- All information required for registration will be requested in advance to reduce the time spent upon arrival.
- Digitised check-out formalities with e-bills and online payments will be available on request.



- Guests are requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for the check-out.



## Housekeeping

- There will be continuous cleaning and sanitisation of all touch points in the lobby and other public areas such as counter tops, telephones, door handles, elevator buttons, railings and lobby & guest corridor furniture.
- Rugs will be vacuumed and floors mopped with disinfectant solution every two hours. 
- In case of a double door at the entrance, one set of doors will be left open so that guests do not have to touch door handles.
- Ash urns in smoking areas will be cleaned and sanitised every thirty minutes.
- Signage will be present in the lobby for maintaining safe distances from staff and other guests. 
- Hand sanitisers will be available at all counters, cloakrooms, restaurants, guest corridors and guest rooms.
- Unused room linen and bath linen will also be sent to the laundry on departure.
- Staff members stationed both outside and inside cloakrooms will ensure no more than 25% capacity at any time so that safe distances are maintained.
- Deep cleaning of rooms will be done with extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen will be sent to the laundry for cleaning after each guest departure. 
- Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture and head board clad with fabric will be deep cleaned after every departure.
- In occupied rooms all used glassware will be washed in a dishwasher for high temperature cleaning at above 80°C. All the glassware in the room and mini bar will also be washed in a dishwasher using the same process and only then placed in the room, prior to check-in.
- Hand rail, staircase and staircase landing in fire exit areas will be cleaned every day.



## Restaurants & Bars

- Restaurant seating will be reconfigured to ensure safe distances.
- Staff will wear disposable gloves, face masks and face shields. These will be changed upon returning from a break.
- Hostess desk, phone and charger will be disinfected every 30 minutes or after every use.
- Entrance doors will be left open during meal periods. If the door needs to be kept shut, assistance will be offered so guests do not have to touch handles.
- Reserved dining hours will be maintained from 6.30 pm to 7.30 pm exclusively for senior citizens (above 60 years of age) on a trial basis for a period of one month. A decision to extend it further will be taken basis guest feedback.
- All tables and chairs will be sanitised before and after every meal period and after every guest use.
- All electronic menu tablets and credit card machines will be sanitised before and after every use. Staff will sanitise hands before holding the tablets and card machines or exchanging any currency. Sanitiser/disinfectant wipes will be presented to the guest along with all bill folders.
- Bartenders will wear and frequently change disposable gloves when working at bar counters.
- Alcohol display trolleys with bottles and humidors will be cleaned and sanitised before and after each meal period.
- Chopping board will be sanitised in a food grade chlorine tank.
- Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes, etc. will be sanitised after every use or on a frequent basis.





## In-room dining & Pool service



- In-room dining trolleys and warmers will be cleaned and disinfected after every use.
- Service staff will wear disposable gloves, face masks, face shields and carry hand sanitisers. Guests will be greeted with folded hands (Namaste), maintaining a safe distance.



- All dishes will be covered with a cloche.
- Canned beverages will be opened by the server only after seeking guests' permission.



- Poolside service menus will be sanitised before and after each use.
- Lounger, umbrella stand and side table will be sanitised after each use.





## Kitchen



- Kitchen staff will enter the kitchen in fresh uniform, hair nets, chef caps and aprons. On each occasion, they will wash their hands prior to entering the kitchen.



- Staff will wear face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed and hands washed after every task.



- All staff movement will be clockwise to reduce cross traffic and maintain a safe distance.
- All ladles and knives will be washed and sanitised after every use.



- All surfaces and table tops will be cleaned with a sanitising solution after every use.
- All fruits and vegetables will be washed in 50 PPM chlorine before entering the hotel as well as the kitchen.
- Grocery packets will be sprayed with 100 PPM chlorine or quarantined away from the main building. Meat, poultry and seafood will be washed and sanitised thoroughly.



## Fitness Centre



- Hand sanitisers, disinfectant wipes and disposable masks will be placed in the fitness centre for guests' use.



- All equipment including yoga mats will be sanitised after every guest's use.



- TV and music system remotes and headphones will be sanitised after each guest's use.



- All touch points, including door knobs, switch plates, thermostats, mini bars, etc. will be sanitised after each guest's use.



## Business Centre

Seating will be arranged to ensure that a safe distance is maintained between individual work stations and chairs in meeting rooms.

Capacity will be limited to 25% at the business centre at any one time.

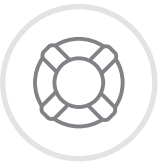
Each desk, chair, work area and all equipment will be sanitised after each use.



## Swimming Pool



- Chlorine dosage will be monitored every 30 minutes and maintained at 0.8 – 1 PPM.
- Hand rails will be disinfected after each guest's use.



- Lounge towels will be changed and pool loungers will be sanitised after each guest's use.
- Floating tubes and balls, provided upon guest request, will be thoroughly cleaned and sanitised after each use.



- Pool furniture will be arranged to ensure that a safe distance is maintained between each.
- Towel basket will be sanitised before placing fresh towels with no more than two fresh towels per basket.



## Laundry



- Laundry staff will wear face masks and disposable gloves.
- All laundry hangers, laundry bags, wicker baskets and basket liners will be sanitised before and after laundry delivery.
- Separate canvas bags will be used to transport soiled and fresh linen from guest rooms to housekeeping and laundry to avoid cross contamination.





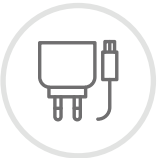
## Getting out and about



- Disposable face masks will be available for guests should they require one, whenever they are leaving the hotel and upon checking out.



- Shopping and sightseeing information will be shared electronically through e-mail. In case a printed copy of information is shared, it will be disinfected prior to handing over and safely disposed of after use.



- Temperature reading will be taken for all in-house guests once each day. For guests running a temperature of more than 99°F, our hotel doctor will be called to provide medical assistance and advise further course of action.

- Cellular phone chargers and power banks provided for guest use will be sanitised after each use.



- All parcels, courier items, shopping bags, etc. received or given to guests will be sanitised before entering the hotel and the guests' room.



## Materials Receiving



- All receiving staff will wear face masks and disposable gloves.



- All materials, boxes, crates, sealed packets and trolleys will be sprayed with disinfectant.



- Vendors will follow recognised food safety standards as accredited by reputed certification bodies to ensure safe manufacturing, handling and delivery practices.
- Vendor vehicles will be allowed inside the hotel premises after thorough sanitisation. Body temperature will be checked for the driver, delivery person or loader at hotel entrance to ensure their temperature is below 99°F, or else they will not be permitted inside.



- A self-declaration will be taken from all the vendors before they enter the hotel Receiving Gate confirming that they do not have any flu like symptoms such as cough, cold or a sore throat.

We look forward to welcoming you back.

  
*The Oberoi Group*