



SAFETY FOREMOST

CLEANING, SANITISING, AND ALWAYS CARING



During these times of uncertainty
with the progression of the
unfortunate COVID-19 outbreak,
we at Paul John Resorts & Hotels
assure you that your
safety and comfort remain our
highest and greatest priority.



THE MANAGEMENT TEAM AT PAUL JOHN RESORTS & HOTELS

We look forward to welcoming all guests to our hotels with the same warmth and hospitality as always. While the COVID-19 outbreak is precipitously changing and fluid, we assure you that we are committed to keeping you informed and to caring for you as a valued guest.

We have therefore built upon the already high standards of housekeeping and hygiene at our resorts & hotels, where hospital-grade cleaning products and upgraded protocols are currently in use. We hope to provide you with assurance and peace of mind when you stay with us and create a focus on cleanliness that will be visible and can be experienced throughout your entire stay – in the guest rooms, restaurants, fitness rooms, and other guest and public spaces.

Each of our hotels has a Safety Team with a Team Leader to ensure that all measures are being implemented and recorded. Detailed workshops for all associates are conducted on a regular basis. There is a documented plan to handle any crisis and SOP's are in place in case of quarantine or isolation of any of our guests or associates.

SOCIAL DISTANCING MEASURES, HAND CLEANING, AND RESPIRATORY HYGIENE

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19.

- Social distancing includes refraining from hugging, kissing, touching or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.

Taking pride in our Indianness, all Guests will be greeted with folded hands in Namaste, which also helps maintain and ensure Social Distance.

- Hand hygiene to be maintained with regular and thorough cleaning of hands with an alcohol-based hand rub or washing with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after an exchange of objects such as luggage etc with guests and associates.

- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.



Our Modified Service Standards - What to expect!

TRAVEL DESK

- All cars are sanitised and disinfected after every arrival at the resort or hotel.
- Extra disinfection of the more frequently touched areas – light switches, door levers & handles, window levers, thermostats, seat belts, foot mats, seats and more.
- The driver will wear protective gear such as mask, gloves etc.
- Your driver has been instructed to limit conversations to a minimal.
- Alcohol based sanitisers are available in the car and we encourage you to use the same.
- A sealed pouch containing disposable gloves and face masks are available for use in the car.
- Newspapers and other reading material have been not been placed in the car on purpose as a precautionary measure.
- A sealed copy of this booklet is provided for you to familiarise yourself with all the safety and sanitization steps undertaken by the hotel along with the operational norms for restaurants, room service, housekeeping & laundry procedures.



ENTRANCE



- Temperature checks at entrance is mandatory.
- Guests running a temperature of more than 98.6° F will be asked to return or will be directed to the closest hospital/medical facility.
- All guests are advised to wash their hands with soap at facilities provided at the entrance. Sanitizers will also be available.
- With permission, all Guest luggage will be cleaned and disinfected before check in.

RECEPTION & CHECK IN



- If you are arriving from a restricted country or region, please ensure that you have all the mandatory and detailed information upfront and in hand before arrival or at the time of making the reservation. This is essential to avoid any delays in checking you in and for other mandatory checks by the local health authorities.
- For all pre-booked Guests all pre check-in formalities should be completed online or via email to reduce contact and time at the front desk on arrival.
- A mandatory questionnaire with a self-declaration will have to be filled and signed at the time of check in.
- Only limited number of check ins will be permitted at the reception desk to prevent crowding. There could be a delay and we request your indulgence and patience. You will be seated comfortably at the lobby whilst you wait your turn.
- Safety, hygiene and other instructions will be given by the Front Office Associate once again as per the new Standard Operating Procedures.
- Ensure you maintain Social Distancing at the reception while checking in.
- All front office associates will be wearing a face shield with masks & gloves.
- Sanitisers are available at the front office for your use.
- All paper, envelopes and all equipment are sanitised.
- Swabs are also available for Guests to use with sanitizer, to clean phones or credit cards.

ELEVATORS

- Safety instructions, including the number of Guests allowed at a time, is placed inside the elevator and is easily visible. We apologise for the delay and inconvenience caused due to the new safety norms.
- Elevator floor will have markings with directions, so that Guests do not face each other and maintain the appropriate Social Distance.
- Elevator floor buttons are regularly sanitized by Housekeeping.
- Floor & other areas of the elevators that may be touched are regularly sanitized as well.
- Hand sanitiser dispensers are available outside elevator doors.



GUEST ROOMS

- As an extra measure of assurance a 'room seal' is placed on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- Depending upon the occupancy; your room would have been last occupied at-least 24 hours earlier.
- We assure extra disinfection of the most frequently touched guest room areas – Light & lamp switches, Door handles, Wardrobe and drawer knobs, Drapery pull handles, TV remotes, Telephone handsets and dial pads, Thermostats, Bed and bedding, Bath amenities, Hard surfaces, Iron, Safe handle and keypad, Tea/Coffee Kettle, Mini Bar and more.
- Due to Social Distancing norms we will allocate alternate rooms or leave two rooms vacant in between occupied rooms, based on occupancy levels.
- To avoid clutter; all paper amenities such as stationery, pen, newspaper, guest directory, menu cards will be available at the reception only.
- Housekeeping Associates will be wearing safety gear at all times.
- Sanitizers will be available on each floor and in the rooms.
- Laundry and room service instructions are available in the room.
- Room linen will be changed once in two days or ONLY on request; there will not be evening turndown services to facilitate minimal contact.





RESTAURANTS & BARS



- Number of tables are in adherence to Social Distancing norms.
- Seating for the tables are reduced to approximately half of capacity.
- Guests are requested that they should come down to the restaurants only when a table is available to avoid crowding.
- For Breakfast, there is a cold buffet and live stations. An 'a la carte' menu will also be available.
- Our service associates are trained for minimal contact/communication during service.
- All service associates will be wearing masks & gloves.
- Pre-packed disposable napkins or individually packed serviettes are available for use.
- Sanitizers are available for Guests to use.
- Swabs which Guests can use with sanitizer to clean phones or credit cards are available.
- The entire restaurant is disinfected and sanitised after every meal service.

POOL, GYM & SPA

- These areas will remain closed till advised to open, as per government norms.
- Alternate options within the resort / hotel or outdoor parks for walks may be used.
- Yoga sessions in the morning will be available in specific instances / locations.

BUSINESS CENTRE

- We will ensure enough space between work desks.
- Guests in the area will be limited based on maximum allowed in adherence to social distancing norms.
- Each desk, equipment and work area is disinfected after the Guest eaves.

BANQUETS & MEETINGS

- In case Guests require a meeting area, we shall ensure that the required tables & chairs are placed with sufficient distance between each.
- The number of Guests in the area will be limited based on maximum allowed.
- The entire area will be disinfected after the Guests leave.

CHECK-OUT

- Wherever possible e-check out will be preferred, by delivering the bill by email & requesting online payments.
- Guests are requested to provide check-out plans in advance so that bills can be made ready.
- Sanitizers and other swabs will be provided as required.



OTHER GUIDELINES

- All indoor areas such as entrance lobbies, corridors, staircases, escalators, elevators, security guard booths, office rooms, meeting rooms, restaurants and cafeteria will be mopped with a disinfectant with 1% sodium hypochlorite or phenolic disinfectants.
- For metallic surfaces such as door handles, security locks, keys etc. where the use of bleach is not suitable, 70% alcohol will be used to wipe down surfaces.
- Based on the projected occupancy levels the operational timings of each of the areas may change and Guests will be informed accordingly.
- Throughout the new cleaning process, hotel associates will be provided with personal protective equipment and enhanced training designed to protect their well-being while continuing to deliver unmatched hospitality.



Kumarakom Lake Resort | The Paul Bangalore
Forte Kochi | Coorg Wilderness Resort