



CARE BEYOND COMPARE



Dear Guest,

During the current situations of the pandemic, you still continue to be our utmost priority and your health is our utmost concern.

The early signs of revamping the business operations in the economy and an effort to coexist with the pandemic strongly, our team adapted the necessary preventions and measures to ensure safety and health.

Sayaji is committed to upholding the highest standards of cleanliness in an effort to ensure our colleagues and guests to enjoy a safe and comfortable environment. Keeping the current scenario in mind, we strive to ensure the highest levels of safety & care of our employees and guests along with further enhancing the operation standards as per the guidelines and norms by Ministry Of Health And Welfare, World Health Organization and Food Safety & Standards Authority of India.

Guided by the purpose of care, We would like you to be informed and updated about the change in our service designs and standards of operations that will be meeting the requirements of social distancing, safety and hygiene of staff and still being dedicated to justifying the hospitality of Sayaji. With this "new way of living", we want you to keep feeling confident and trusting us like before.

With this situational crisis, we look forward to your assistance and trust to continue our services and hospitality. Stay strong, stay safe. This too shall pass!

Mr. Raof Dhanani
Managing Director
Sayaji Hotels Ltd

Mrs. Saba Dhanani
Director Of Operations
Sayaji Hotels Ltd



Basic Steps to Hygiene & Sanitization

Guest Pick up



- At Sayaji our chauffeur wears protective gear such as mask and gloves all the time.
- Sayaji cars are disinfected after every trip, from inside and outside.
- Every car is equipped with an amenity kit(per guest) comprising of masks, gloves and sanitizers.

Porch



- With every guest walk in, temperatures would be monitored and temperatures above 99.1F would immediately be given medical assistance.
- Guests will be offered sanitizer & mask for basic protection.
- The luggage would be disinfected at the gate and handled only while wearing gloves

Lobby



- On the guests' arrival in the lobby, they would be encouraged to follow the marking drawn on the floor to maintain social distancing.
- The hotel will ensure all the formalities being done during express check in, i.e at the time of reservations.
- The front desk personnel would be wearing face masks & sanitizers and same would be offered to guests during check in process.

Room



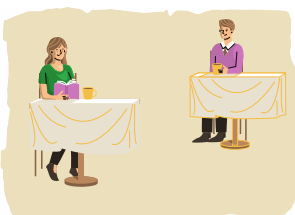
- Every high touch surface would be ensured to be sanitized with prescribed disinfectants, from the entrance to your rooms.
- Room linen would be changed on daily basis.
- Rooms would be only allotted post resting it for 72 hours.

Kitchen



- Ensuring the safety & regular checks on kitchen cleanliness & fumigation processes.
- All chefs would be wearing chef caps & face masks while cooking.
- All vegetables/Kitchen store edible will be cleaned thoroughly with prescribed disinfectants before normal cleaning.

Restaurant/IRD



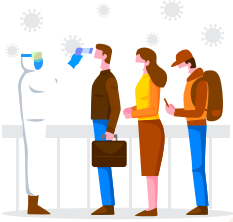
- To limit the social interaction & potential contact in the dining area, the food would preferably be served in the rooms.
- The seating arrangement in restaurants would be as per the requirements of social distancing.
- The serving staff would ensure to bring your food with wearing gloves and masks.
- Food would be delivered directly from kitchen range to table.
- The guests only when seated, would be given disposable napkins and disinfected silverware to ensure safe dine.

Air Conditioning



- Lobby & Restaurant air conditioning will be fed with maximum fresh air content.
- Guest room air conditioning will be fed with maximum fresh air which would be cooled and disinfected via treated fresh air unit.
- Across the hotel, A/C grills & filter will be cleaned & sanitized on daily basis and adequate temperature settings will be maintained as prescribed.

Staff



- To ensure maximum safety of employees and guest, the hotel staff will undergo a mandatory health checkup before starting the work.
- Staff will regularly be monitored pertaining to temperature & health checkup, only after which they will be apt to enter the premises.
- Every individual staff will be ensuring to sanitize their hands before entering the premise

Receiving



- The receiving area & the surroundings would regularly be disinfected with maximizing the use of sanitizers.
- Implementation & maintaining HACCP standards.
- Receiving area would maintain minimal contact to fulfill the norms of social distancing.
- Standardizing the cleaning by 100ppm chlorine for sanitizing non veg items / eggs & 50 ppm chlorine for vegetables.
- Packed meats, fish, fresh eggs is being sanitized at 100 ppm sanitizer solution. Open meats and fish is being quarantined for 24 hrs.
- Veggies and fruits is being sanitized with 50 ppm sanitizer and is used on the same day.



Elevators

- Disinfecting the elevator (floor buttons, railings, walls, ceiling, floors) after each trip is being followed.
- To minimize multiple contacts, no more than 2 people will be encouraged to use elevators at a single time
