



CLEAN AND CLEAN AGAINTHE SURYAA PHILOSOPHY TO FIGHT WITH COVID 19 :

General Guidelines The Suryaa Practicing during period of covid 19:

- All hotel staff including security guards wear masks and single use gloves mandatorily while performing their duties at the property.
- Daily Temperature is checked with a thermal gun thermometer for guests, visitors and all staff Members Records are maintained for same.
- A safe distance of at least 2m (6 feet) Is always maintained while at the property.
- Hotel staff greets guest with Namaste. Handshakes are avoided.
- All guests are ensured to stand at 2 m distance markings at the reception during check in process.
- All hotel personnel use masks, hand gloves and sanitizers while doing daily activities, they are properly trained on personal hygiene and respiratory hygiene practices.
- A well informed and trained security person and a 24x7 security guard do thermal screening of all guests and visitors at main entrance.
- Preapproved Visitors to the hotels are not allowed.
- We ensure CCTV cameras are fully functional all time.
- All touch points (like door knobs, switches, door handles, safety latches and taps etc) are cleaned and sanitized regularly with WHO approved chemicals.
- Cleaning and sanitization protocols are revised. Frequency of cleaning and sanitization has been increased.
- During all corporate meetings at the hotel, table and seating arrangement is done at 2 m social distancing norms.
- In elevators one staff is allocated to press the buttons to assist guests. Guests are not allowed to press the buttons.
- Luggage of guests is sanitized before taking to guest rooms.

Check-in Protocol for guests at THE SURYAA:

- Guests are requested to maintain a queue with 2 m (6 ft) distance between them.
- Standing space signs are placed on the floor to maintain social distancing.
- Rooms are kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- Details of the guest (Travel history, medical condition etc) along with ID and Self declaration form are provided by the guest at the reception .
- Arogyasetu app survey is recommended to all guests. (e-pass preferably use once info released by GoI)
- Interaction at reception with guests is preferred online or on phone call.



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- Hand Sanitizers are placed at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- Proper records of any symptom such as cough/cold/fever of guests are maintained.
- Self-reporting forms are filled for International guests and A&D register is maintained.
- Guests are briefed about the do's & don'ts while at the hotel.

Room allocation process and in-room provisions at THE SURYAA:

- Toiletries are kept in the room 1 Kit per day
- In case of consumables replenishment, guests inform the duty manager /reception on call.
- Reception number, Duty Manger's mobile no & other important contact details are made available in the room.

Room service

- Communication between guests and in-house Operations is strictly through intercom or mobile phone.
- Any items required (Water bottle/Toiletries/Medicine/Linen) is kept outside the room in sanitized trays to avoid hand contact.
- Hotel staff are trained for troubleshooting normal issues like TV remote issues, geysers etc so that they can inform guests & solve accordingly on call.

Room & common area cleaning

- Guest recommendations are taken for cleaning from guest on phone in advance. Daily cleaning with an option for the guest to opt out.
- Linen is changed as per the request by the existing guest.
- In case deep or normal cleaning, housekeeping staff wears masks before entering the room and during the cleaning process, guests stay in the lobby near the room without touching anything.
- In case of room cleaning after checkout Housekeeping Staff strictly wears masks or PPE (wherever applicable) while clean/deep cleaning the room.
- Staff strictly sanitize their hands or wash their hands with soap before & after the cleaning process.



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Food Service

- Buffet spread is stopped till further notice by Ministry of Health. Only room service is practiced.
- Guest orders food using QR code or on phone.
- Food served is covered and delivered in trolleys outside the rooms ensuring 2 m distance.
- Food is served in pre sanitized dishes.
- Table linens are changed after each use.
- Trolley of soiled cutlery and crockery is left outside room by guest. Service staff takes the clearance trolley without making contact with guest.
- E payments are encouraged.
- In case of payment by card. Card and card machine is sanitized after each use.

Checkout Protocol

- Guests informs at the reception an hour before the check out.
- Guests only checks out once he is confirmed by the reception.
- Guests is informed by hotel about the payment to be made in advance and the guests is requested to make the payment via digital mode as much as possible.
- Post check Out rooms are cleaned and sanitized as per WHO approved methods and chemicals.
- Linen is changed after every checkout and for longer stays as per the request

by the guest.

Staff & Guest training

All the staff including the security guard is properly briefed about the processes and a drill regarding the same is conducted time to time.

- Awareness and emergency posters must to be placed inside the rooms.
- Training Manager and Hygiene Manager train ground team about processes and protocols.



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The Suryaa has followed SOP in place given by Ministry of health to deal with suspected case of covid 19

During Check-in (if guest is sneezing or coughing)

- Do not deny Check-in
- Maintain a safe distance of 6 feet from the guest.
- Encourage guests to sanitize their hands/ wash hands with soap.
- Offer medical assistance to the guest.
- Keep a watch over the health condition of the guest (call him on the extension and check his well-being, offer medical assistance)
- Deep clean the reception areas with a disinfectant

If Illness persists

- Room should be locked and the entire floor, reception and all common areas to be
- deep cleaned and fumigated
- Linen and other items must be washed separately.
- Call the Ministry of health helpline number.
- In case suspected guests flee/ not traceable, inform the police immediately.

Protocol for Repair and Maintenance

- Rooms are regularly audited for Repair & Maintenance after checkout.
- Staff gets on a video call with the guest to better understand the issue or assists the guest. In case it is not possible because of any reason (guest does not have video phone or guest is not well enough) only then staff should go to room and check for the issue.
- Maintenance personnel wear hand gloves and masks while doing the services inside the room. Guests are advised to stay outside the room.
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Do's and Don'ts for the guest from hotel The Suryaa:

- Do not step out of the room unnecessarily. Wear a mask whenever outside the room.
- Clothes should not be washed inside the room.
- Do not interact with the other rooms guests.
- No visitors should be allowed in the rooms.
- Doors should be kept closed and any contact with the door knobs should be avoided by staff.
- Kitchen and washing area entry is prohibited for guests.
- Always keep a safe distance of at least 2 m (6feet) while you are at the hotel.
- Wash your hands frequently with the soaps/sanitizers provided.
- Put all disposable plates/cups/bottles after use in the garbage bag.

Do's and Don'ts for hotel staff :

- Hotel staff should follow restricted movement (only in cases of work) around rooms
- Hotel staff are advised to maintain minimum 2 m (6 ft) distance with the guests and other staff members at all times
- Hotel staff should sanitize/wash their hands regularly
- Hotel staff should adhere to zero touch policy.
- All hotel staff should wear masks all the time.

The Suryaa maintains Below Protocol to have additional information about the guest :

THE SURYAA FORMAT / INFORMATION FROM GUEST:

Date:
Name:
Age:
Gender:
Mobile Number:



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Email ID:
Nationality
Permanent Address
Coming from (with details of destination and route)
Going to (with details of destination and route)
Mode of transportation while going back with details of flight/train
Arrival date and time
Departure date and time
Room no./ Floor no.
Signature
Purpose of the visit
Check out time
Valid ID proof
Logs of transaction
Travel History
Self-declaration form