



We at **Vannraj Resort and Spa** take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. Our Resort health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from hand wash hygiene, cleaning product specifications used in the guest rooms and common area cleaning process. Rooms are spread in a distance from each other

Standard Protocol at Resort

- ❖ All touch points in public areas like door handles, counter tops, table tops, railings, etc. are cleaned continuously using a sanitizer / disinfectant. These practices are also in place in guest rooms.
- ❖ Masks and disposable gloves are being worn by all team members at all times and changed frequently. Housekeeping staff use fresh gloves for every room when they service.
- ❖ Sprayer with professionally identified chemicals is being used to disinfect various public areas.
- ❖ For the safety of our guests, rooms will be sanitised after guest's check out, kept vacant for 24 hours and then re-allocated for new guest's.
- ❖ Restaurants and seating in the lobby have been reconfigured to ensure safe distances are maintained between guests.
- ❖ Protocols are in place for staff in the kitchens, restaurants etc to sanitise their hands every time they serve food or touch food related items.
- ❖ All supplies and materials are sanitised before being admitted into the hotel premises.

- ❖ A guest check-in self-declaration form is in place which covers COVID-19 symptoms. Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in.
- ❖ Temperature readings of non-resident guests are taken at the entrance of the hotel. Temperature readings of resident guests and team members are also taken once a day.

Check-in Protocol for Guests

- ❖ All guests undergo a mandatory contact-less temperature check.
- ❖ All guest luggage is thoroughly sanitised before check in.
- ❖ As per the government guidelines, guests are encouraged to use the Aarogya Setu app on their phones and present it at the time of check-in.
- ❖ Guest is requested to maintain the safe distance of 2 meter (6 feet) with other person.
- ❖ Express check-ins are encouraged to reduce time spent upon arrival. The mandatory guest details for registration are requested in advance through a digital medium. Pre-registered guests only need to sign the registration card.
- ❖ In case of any documents being required at the time of check-in, guests are encouraged to share digital scans via email / what's app to minimise contact.
- ❖ All guests are mandated to sign a self-declaration form containing details about their travel history and health checks.
- ❖ All guest room keys are sanitised and are given to the guest in a contact-less manner.
- ❖ All guest stationery like pens used at the front desk are sanitised after every use.
- ❖ Luggage assistance is available on request. However Guest is requested to travel with minimum luggage.

Clinically Clean Rooms

- ❖ Room cleaning and servicing is carried out only in the absence of in-room guests by trained housekeeping staff wearing protective gear.
- ❖ Advanced technologies like misting, etc are facilitated to achieve clinically clean standards.
- ❖ For Our Guest Hygiene & Safety no linen will be Pre spread in the room. The linen will be spread on Guest arrival at designated accommodation.
- ❖ High-touch surfaces are sanitised on a frequent basis using hospital-grade disinfectants as recommended by World Health Organisation (WHO) and Ministry of Health and Family Welfare (MoHFW)
- ❖ Alternate rooms are allocated along with a 24-hour interlude between a check-out and the next check-in.

Restaurant Protocol

- ❖ Restaurant layouts and seating arrangements have been remodelled to maintain safe distancing
- ❖ All service associates wear protective gear and adhere to stringent safety norms and hygiene protocols.
- ❖ Tables and chairs are duly sanitised after every use.
- ❖ At the restaurant food will be placed on the table or on buffet. No serving of food will be there.

Check-out Protocol

- ❖ Guest is encouraged to use digital payment option more frequently for any kind of payment.

Do's and Don'ts for Guest

- ❖ Do not wash cloths inside the room
- ❖ When guest is on resort try to maintain the safe distance of 2 meter (6 feet) with other person.
- ❖ Wash your hands with soap / Hand Sanitizers frequently.
- ❖ Guest is requested to dispose all their mask, gloves, disposable cup, plate & water bottle after use in dustbin provided.
- ❖ No Spitting in Resort premises.

Note: Swimming Pool, & Spa & facility are temporary closed as per government guidelines.

