



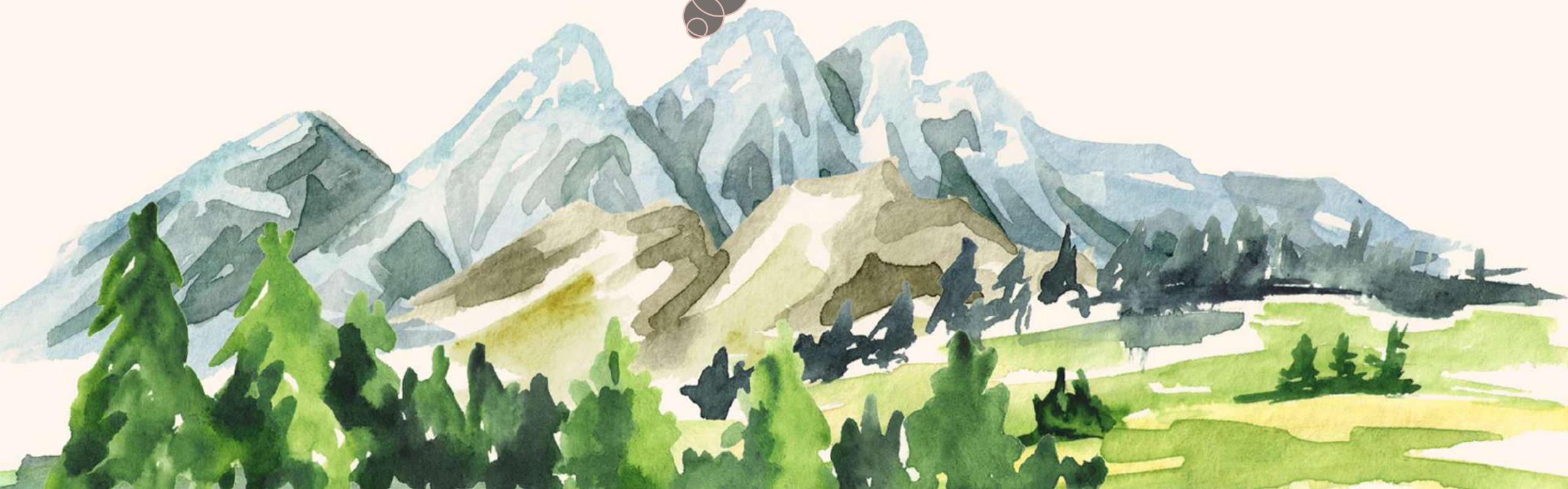
JW MARRIOTT

MUSSOORIE WALNUT GROVE
RESORT & SPA

WE CARE 

THE NEW NORMAL

#SafelsTheNewLuxury





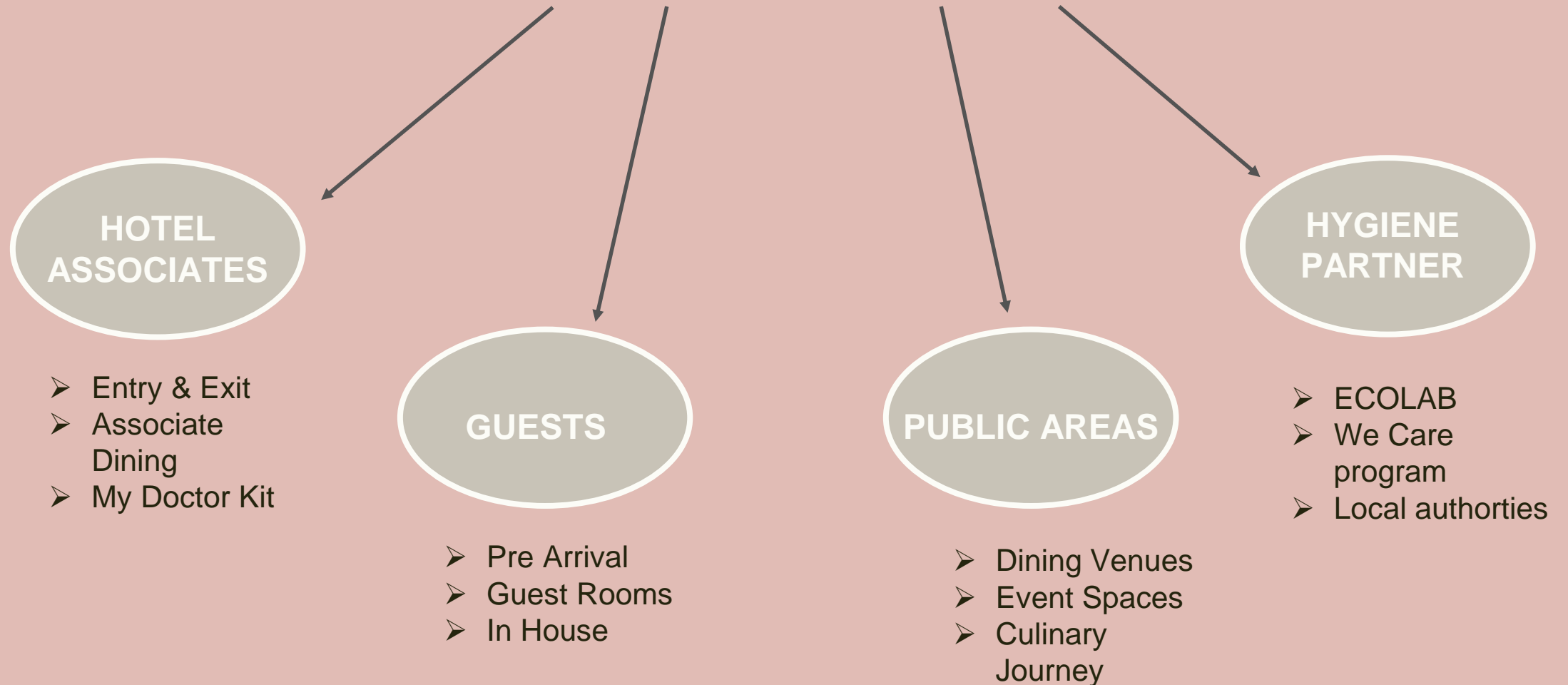
YOUR SAFETY IS OUR PRIORITY #TheHillsAreSafe

The safety and security of our guests and associates is of prime importance and therefore we have undertaken wholesome additional steps to ensure maximum safety for our guests and hotel associates.

“We Care” is an all-encompassing program to ensure that we align our protocols, hotel procedures, processes and hotel operations to instill a heightened sense of safety, security, comfort and confidence in our guests in alignment with professionals from our Hygiene Partner.

At the JW Marriott Mussoorie, we ensure complete safety and hygiene compliance as per the directives of Marriott International and the local government authorities. Hotel associates undergo extensive training under the “My Doctor” personal hygiene program aimed at personal and work hygiene implementation in all aspects.

WE CARE[♥]



THE NEW NORMAL

#ReliableLuxury



JW MARRIOTT

MUSSOORIE WALNUT GROVE
RESORT & SPA

WE KEEP YOU SAFE IN 8 WAYS



Offering **COVID-19 protection kit** in the cars with overall sanitization after guest arrival.



All team members with direct guest contact **using gloves and mask with constant body temperature checks** of guests at the main porch.



Guest rooms are sanitized pre-arrival with **3 tier hygiene audit** and after departure of the guest including public areas.



Social distancing protocol followed in the restaurants setups with immunity boost focused menus in breakfast.



Thorough **cleaning and disinfection mandatory** prior to any usage of cooking utensil.



Doctor assistance available on request.



Increased frequency of cleaning using approved cleaning agents that have been identified for **hygienic wash for all surfaces**.



Minimum internal temperature for cooking raw food observed as per Marriott International guidelines.

#MarriottBonvoy #MarriottStrong
#FromMarriottwithLove #JWMarriottMussoorie

THE NEW NORMAL AT THE QUEEN OF HILLS

We are offering Corona protection kit in the cars (includes- gloves, mask, wet tissues, sanitizer and WE CARE awareness safety module)

Regular disinfection of exposed surfaces such as door handles, card terminals and elevator buttons with anti-bacterial liquids

We are using Disinfectants as approved by Marriott's hygiene partners and experts during routine cleaning of all areas

All the guest rooms are being sanitized before arrival with 3 tier hygiene audit and after departure of the guest

All guests in house or potential event guests will be provided a complete kitchen tour for showcasing all hygiene standards

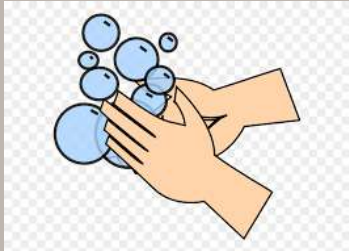
Body temperature check at the main porch for all guests is mandatory

Immediate Doctor assistance available in case of any request

All hotel associates have been issued a My Doctor kit having 7 in house hand woven masks, gloves, hand sanitizer and a We Care module

HEALTH AND HYGIENE

Dedicated cleanliness champion along with hygiene supervisors across all departments in all shifts to monitor clinical level of cleanliness and hygiene for all touch points.



A branded hotel program encompassing all 245 touch points of a guest's journey in the hotel.

Highest level of sanitation and care focusing on heart of the house and associate journey.



WE CARE HYGIENE LEADERS

Ms. Roopa Singh, Dir. Of Rooms has undergone extensive training on learning and implementation of all hygiene standards as recommended by WHO, Marriott International and the local authorities spearheading the We Care program in JW Marriott Mussoorie.



Mr. Simran Singh Thapar, Executive Chef has been anointed as the co-hygiene flagbearer having undergone rigorous trainings from the experts with the emphasis on Food Safety and Food Handling in JW Marriott Mussoorie as part of the We Care program.



HOTEL ASSOCIATES



- We have set-up a doctor's questionnaire and basic checks that have been put in place every month to ensure the containment measures are adequately taken to avoid infection
- Associate's temperature test at the time office while entering the resort
- Social distancing protocol to be followed in associate dining room, lockers and recreation area
- Sanitizers, hand napkins & mask available to all associates
- Display of near by quarantine hospital details in back of the house
- Healthy and food options with high nutrition value will be served in associate dining room
- Associate accommodation/dining room/lockers/transportation sanitization and pest control will be done every 15 days

ENTRY & EXIT



- Checking of My Doctor Kit at the entrance for all hotel associates
- Arogya Setu app and Body temperature check mandatory
- Introduced wash, rinse and sanitize areas in 4 sections
- Alcohol based sanitizers placed in critical touch points
- Associate to wash hands every 20 minutes
- Gatherings in groups is discouraged
- Wearing face mask at all times mandatory
- Exit – Body Temperature check mandatory

FOCUSED HIGH TOUCH POINTS



Switches
Lights, Lamps



Remote controls



**Minibar, Kettles
& Coffee machine**



Car handle



Handles
Doors, closets,
drawers,
guestroom door



**HVAC or PTAC
control panels**



**Cutlery/ Glassware/
Ice buckets**



EDC machine



Bathroom handles
Lights, Lamps



Telephones
Handsets and dial pads



Safes
Handle, buttons



**Walk-in
closet**



Toilets
Seats, splash walls

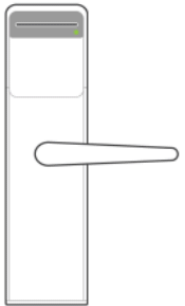


Bedside tables



Desks

PRE ARRIVAL EXPERIENCE



- We shall solicit as much information in the pre-arrival email communication to expedite arrival process
- Guests will be recommended to use mobile check-in and check-out to minimize contact
- Mobile key to be encouraged to all guests
- Chauffeur shall wear protective gear such as mask and gloves at all times as per brand and specification as recommended by the Hygiene Partner
- The car will be disinfected after every trip, from all surfaces
- Amenity kit per passenger will be placed in the car comprising masks, gloves and sanitizers
- Note will be placed in the car for the guests informing on all the hygiene and sanitization efforts at the hotel, options to include operating facilities.
- Guest will be **mandated** to only sit in the back seat of the hotel car
- No guest will be allowed in the front passenger seat



JW MARRIOTT

ARRIVAL EXPERIENCE

LUGGAGE HANDLING PROCESS



- As soon as the guest approaches the main porch, our concierge associates will proactively off-load the luggage and stage the same at luggage space
- Hotel team will sanitize and tag all the luggage while the guest is completing check-in formalities
- Post the identification, luggage will be sent to the room floors in baggies. All luggage at the main porch will be scanned
- After scanning, the luggage will be re-sanitized
- Luggage will be delivered to the respective rooms within a 30 minute timeframe post check-in

ARRIVAL EXPERIENCE



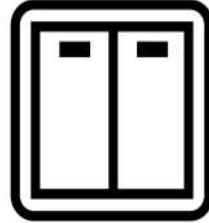
- **“Namaste”**- standardized greeting for all Guests at every touchpoint to maintain social distancing will be followed
- Hotel associates will wear masks and gloves at all times. Brand with specification of mask and gloves as recommended by the Hygiene Partner
- Sanitizer will be offered to all the guests in different areas starting from the main porch
- Body temperature will be checked at the main porch
- No traditional welcome to maintain social distancing
- Guest luggage will be disinfected by the Loss Prevention team before placing it in the scanner
- We will promote enrollment via the Marriott Bonvoy link and use of mobile key as a contactless safety measure
- All keys and guest stationary like pens used at front desk will be sanitized after single use
- All front-of-the house areas will be sanitized as per guidelines provided by the Hygiene Partner
- One set of Laundry for the guests will be on the house

ARRIVAL EXPERIENCE

10 HIGH-TOUCH AREAS IN GUESTROOM



Door handle



Master switch buttons



Remote control buttons



Phone handset and buttons



Chair armrest



AC control buttons



Faucet handle



Flush handler and seat cover



Toilet paper cover



Hair dryer handle

WHY IS IT IMPORTANT TO DISINFECT THESE HIGH-TOUCH AREAS?

- Minimize contamination
- Build associates and guest confidence
- Set a higher standard on guestroom cleaning

GUEST ROOMS



- Deep cleaning and sanitization of guest rooms
- All cleaning and sanitization schedules will have proper logs maintained
- Chemicals used to disinfect and sanitize as per Hygiene Partner's recommendations
- All guest rooms will be held for 24 hrs post check out before releasing it to another guest
- Allocation of rooms with adjacent rooms vacant will be done only if occupancy permits
- Recommend to remove minibar and provide on request
- Minimalistic printed materials in the rooms and QR code led facilities
- Disinfecting wipes or sanitizers will be placed in guest rooms
- Limited amenities in the room and all amenities will be available on request
- Recommend to have dry amenities like dental kit, comb, shaving kit etc. on request items only
- "Hygiene-in-charge" on every shift to ensure proper sanitization and documentation of all touch points

IN HOUSE EXPERIENCE



- Sanitization of all public areas and washrooms will be done every 20 minutes
- Social distancing protocol will be strictly followed
- Special welcome amenities planned
- Menus rich in Vitamin C will be showcased during breakfast
- Setup of the restaurants established encouraging Social Distancing.
- No Kachri service. Tea/coffee will be offered to all guests once during the day
- Half an hour wellness talk for the guests by Chef or Live demonstration for healthy cooking with the nutritional talks will be part of the activity sheet
- Different books and board games available on request
- Any guest with minor cold or cough will be presented a mask during the turn down service and personalized card



RENEWED DINING SOJOURN

OVERVIEW – DINING SOJOURN



- Reduced seating capacity – 50% of original capacity while maintaining a recommended 1.5 m space between tables with increased meal operating hours to accommodate guests
- Maximum contactless service– QR code for menus in In Room Dining and also All Day Dining for guests
- Table set up to include sanitizer wipes and disposable single use table mats
- All hotel associates will be in PPE and ensure proper replacement of masks and gloves at regular stipulated intervals. Masks are mandatory – if guests are not wearing then will be offered one
- Incase of buffet, no common service spoon, single portions, dishes served by associates and live stations layout
- In Room Dining menu to have more meals in a bowl and bento box options with recommend sustainable and disposable packaging
- Banquet Operations to limit the number of people with no buffet set ups. Bento box and packed meal options will be recommended
- “Hygiene-in-charge” on every shift to ensure proper sanitization and documentation of all touch points. Hand sanitizers to be placed at vantage visible points in the outlets

BESPOKE INDULGENCE



➤ **TEMPERATURE SCREENING:**

To ensure whether the hotel associate can work , we carry out a temperature screening at hotel entry point for all associates. The same is also done for all vendors as well as visitors with a purpose who are allowed to enter only after they go through this check.

➤ **INTENSE HYGIENE MEASURES:**

Thorough cleaning and disinfection are required prior to any usage of cooking utensils. Hotel associates involved in food preparation follow:

- a) Wearing mask
- b) Proper hand wash every 20 minutes
- c) Wearing gloves
- d) Social distancing by working on stations physically away from each other

➤ **COOKING TEMPERATURE:**

Minimum internal temperature for cooking raw food observed as per Marriott International guidelines and also records for temperature of cooking / chilling and storage maintained in proper log books.

➤ **INCREASED FREQUENCY OF CLEANING:**

All workstations are being cleaned by stopping all work every hour. We are using approved cleaning agents that have been identified for hygienic wash by our Hygiene Partners.

CULINARY CRUSADE



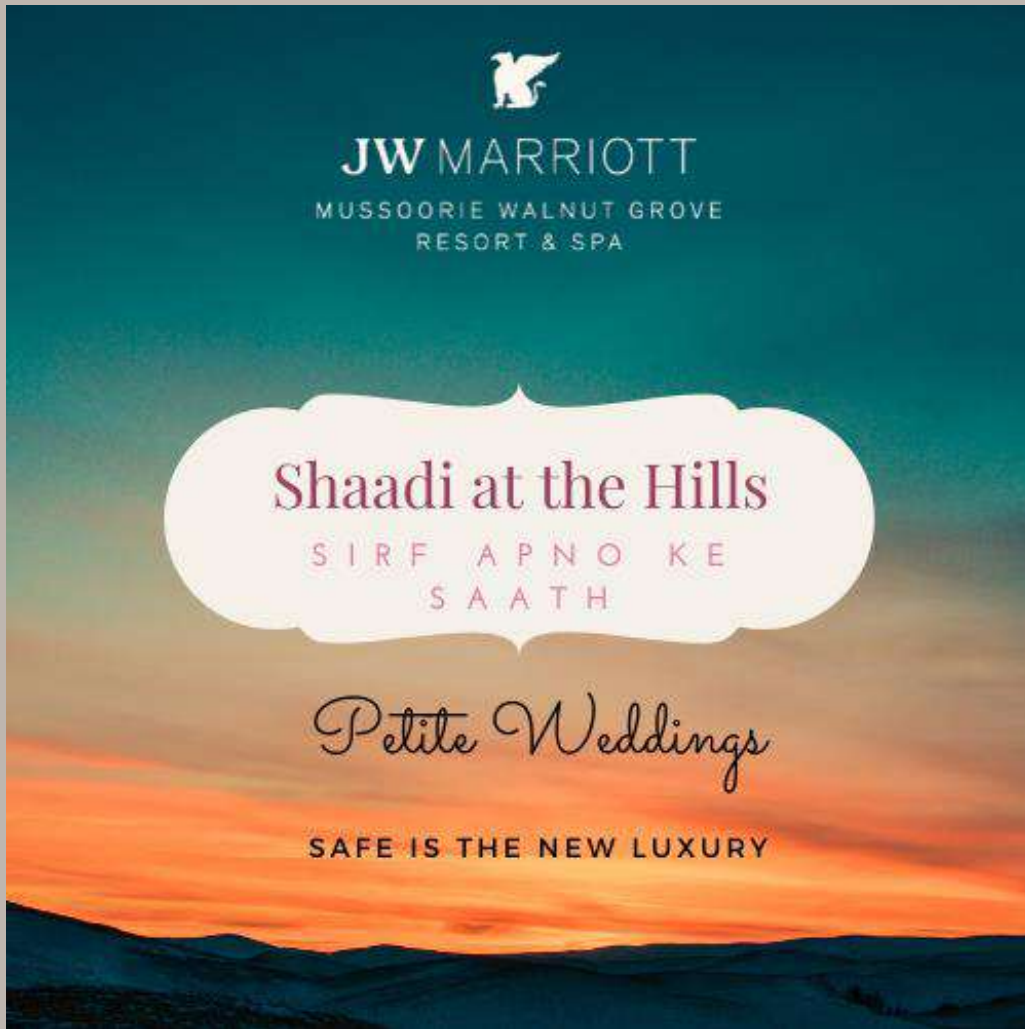
- No cold and raw food till the situation is normal and approved by the Hygiene Partners
- Deep cleaning and sanitization of all areas of the kitchen adhering to fumigation and sanitization schedules
- All associates will be in PPE and ensure proper replacement of masks and gloves at regular stipulated intervals
- Receiving and storage of produce and ingredients will be intensified with proper sanitization
- All vendor vehicles before parking at the receiving area has to be sanitized with stations to mandate sanitizers, surface and hand wipes, gloves and masks
- Sneeze Guard equipped buffet equipment and stations are highly recommended and will be implemented



REVITALIZED EVENT EXPERIENCE

Venue	Dimensions	Total Area (Sq Ft)	Theatre	Class Room	Cluster/ Conference	U Shape	Reception
Grand Orchard Ballroom	75*44*14	3,300	80	50	52	30	52
Orchard 1	38*44*14	1,650	40	25	24	15	24
Orchard 2	38*44*14	1,650	40	25	24	15	24
Maple	28*15*11	420	15	10	8	6	-
Juniper	20*12*11	420	-	-	6	-	-
Oak	20*12*11	240	-	-	6	-	-
Magnolia Court	80*53	4,250	24				20
Azalia Court	85*30	2,550	20	-	-	-	16
Amphitheatre	80*35	2,890	40	-	-	-	24
JW Lawns		7,760	-	-	-	-	64
JW Farms		3,000	-	-	-	-	20





Petite Weddings #TheHillsAreSafe

- Today's bent of mind is the same for all – small is big, exclusive is indulgence and **SAFE IS THE NEW LUXURY** provided by JW Marriott Mussoorie – The Safest Haven for your dream wedding.
- Romancing the hills for an exclusive and personal destination wedding amidst the majestic Himalayas will be the next wedding trend. For hotels to now start working on the complete program setup of weddings that will have limited guests which will allow us to personalize each and every experience and touch point for all them at each juncture starting from pre arrival, arrival, during their event and post event as well.

RELIABLE LUXURY



- We will limit the number of guests to 50% of the current capacity per event space
- Usage of approved chemicals from our Hygiene Partners for cleaning and disinfecting function areas such as entrance, sitting area, back area floor, control panel, etc.
- All banquet event seating options to strictly follow social distancing norms

➤ **Recommended seating guideline:**

Round tables

- ✓ 6 ft table – 4 pax
- ✓ 5 ft table – 3 pax
- ✓ 4 ft table – 2 pax

Rectangular table for U shape, Classroom, and Boardroom

- ✓ 6 ft table – 2 pax

➤ **Theater-style**

The distance between chairs to be minimum 3 ft (sideways and front ways)

RELIABLE LUXURY



- Linen free tables and chairs will be highly recommended
- In case of usage of linen, all chair covers and table linens will be washed after every event
- Meeting room stationery like pens, pencils, notepads etc. will be placed on a side table and distributed as per request
- Small hand sanitizer bottle / sanitizer wipes will be kept on each table as an amenity
- Recommend not to use any outsourced/contract manpower for any of the banquet events
- All vendor staff (wedding decorator, event company etc.) will undergo the same temperature check as the hotel associates along with the other Loss Prevention processes for admission
- Fresh air systems will be turned on 30 minutes in advance to ensure good ventilation

**THE NEW
NORMAL –
THEATRE SETUP**



**THE NEW
NORMAL –
CLUSTER SETUP**



**THE NEW
NORMAL –
MAPLE**



PETITE WEDDINGS LOGO

Garhwali Cuisine Experience

Local Garhwali delicacies curated in the form of a traditional Thali meal

Welcome Drink *(upon arrival)*

Warm beverage is a recognized defense against CoVid19

We have carefully incorporated ingredients that would help enhance your immunity

- (v) Saguwadi Ka Ras - *Farm fresh vegetable soup enriched with goodness of turmeric and ginger*
Pahadi Palak Aur Murgh Ka Ras – *Himalayan spinach and chicken soup*

Pass Around *(60 minutes)*

- (v) Sabz Akhrot Ki Tikki – *Vegetable and walnut kebab*
(v) Aloo Ke Gutke- *New potato Kebab with fresh herbs*
Maccha Pakoda- *Fresh water fish fritters with house made seasoning*
Bhunni Murghi- *Chicken kebab with fresh herb and chili marinade*

Thali Main Course *(served in a thali)*

Non Vegetarian Selection:

- Bhutuwa – *Garhwali style mutton preparation*
Ghar Ki Kukadi - *Local country chicken curry with fresh ground ginger and garlic*

Vegetarian Selection:

- Gath Ki Dal - *Garhwali local lentil tempered with local spices*
Mooli Ki Theychwani – *Local preparation of radish and potato*
Kandali Ki Subzi- *Foraged "wild- Nettle Grass" delicacy*
Jakhya Aloo- *Dry potato preparation tempered with "Local mustard seeds"*
Chainsoo – *Lentil speciality of roasted and ground lentils cooked into an aromatic curry*

Staples & Accompaniments:

- Jakhya Bhath – *Basmati rice tempered with "Local mustard seeds"*
Kodu Ki Roti - *Garhwali style local Millet bread*
Pickle – *Local style pickle (homemade)*
Poppadum – *Lentil and rice crisps*

Dessert *(served with the thali)*

- Millet Kheer – *Fresh milk and millet pudding enriched with jaggery*

SAFETY IS THE NEW LUXURY

*Please note: In our efforts to ensure food safety, we avoid service of raw – uncooked food items.
Please share any food related intolerances to our chef to be guided on what would be safe for you to consume*

Modern Indian Cuisine Experience

Our Chefs Interpretation of Indian Cuisine, served plated

Welcome Drink *(upon arrival)*

Warm beverage is a recognized defense against CoVid19

We have carefully incorporated ingredients that would help enhance your immunity

- (v) Tamatar Ananas Rassam - *Farm fresh tomato and pepper soup, with dehydrated pineapple*
Murgh Nariyal Shorba – *Lemongrass infused coconut soup, with one bite chicken satay*

Pass Around *(60 minutes)*

(Guests socialize over drinks)

- (v) Achar Papad Chutney Paneer – *Poppadum crusted cottage cheese fingers with chef's signature twist*
(v) Rajma Chawal Arancini – *Interpretation of arancini the Punjabi style*
Amritsari Fish Fingers- *Panko crusted fresh water fish fritters with chef's signature spice rub*
Butter Chicken Tartlets- *Chicken tikka wrapped in creamy tomato served in a millet tartlet*

Main Course *(Pre-plated)*

(Once guests are seated)

Non Vegetarian Selection:

- Dak Bungalow Roast Chicken – *Chicken with house made spice rub*
Cumin roast baby potato, Adraki broccoli, Smoked chilli cream sauce
Or
Meen Moilee 2.0 – *Curry leaf crusted pan seared fish*
Masala crushed potatoes, Confit of farm tomatoes, Moilee sauce

Vegetarian Selection:

- Wild Mushroom Khichadi – *Delicious take on mushroom risotto with an Indian twist*
Mukteshwar malai Gucci, Minted green peas, Masala papad cigar
Or
Matar Paneer 2.0 – *Cottage cheese steak glazed in tandoor*
Chonke matar, Cumin Peppronata, Methi malai sauce

Staples & Accompaniments:

- Masala Baked Bread Basket – *House Baked breads with a masala twist*
Signature Dip – *Its dal makhani slow cooked till it blends, simple, classic and delicious with the breads*
Poppadum – *Basket of crisps kissed with house seasoning*

Dessert *(Pre-plated)*

- Himalayan Apple Jalebi with Walnut Rabdi – *Local orchard apple dessert with a lovely walnut twist*

SAFETY IS THE NEW LUXURY

*Please note: In our efforts to ensure food safety, we avoid service of raw – uncooked food items.
Please share any food related intolerances to our chef to be guided on what would be safe for you to consume*

Curated Menus

Garhwali (thali) - Traditional Garhwali (#GoLocal)

Modern Indian (plated) - Traditional Indian with a twist

Sit-down Meal Experience

International cuisine delicacies curated with the infusion of local Himalayan ingredients

Welcome Drink *(upon arrival)*

Warm beverage is a recognized defense against CoVid19

We have carefully incorporated ingredients that would help enhance your immunity

(v) Roast Garlic and Pumpkin – Farm grown Pumpkin and Himalayan garlic soup
Highland Cream of Spinach & Chicken – Himalayan local spinach & country chicken soup

Pass Around *(60 minutes)*

(Guests socialize over drinks)

(v) Himalayan Arancini – Himalayan red rice snack with filling of locally sourced artisanal cheese
(v) Cherry Tomato & Zucchini tart – Freshly baked Himalayan millet tart with cherry tomato and zucchini
Herb crusted fish finger – Herb coated supreme of fish, served with spicy dip
BBQ -Chicken on Skewer – Tender chicken cooked in house made BBQ sauce

Main Course *(Pre-plated)*

(Once guests are seated)

Vegetarian Selection:

Creamy FAB Polenta – Himalayan millet and corn polenta served with wild mushroom ragout

Or

"Foraged" Nettle & Himalayan Tofu Cannelloni – Stuffed pasta with filling of wild greens & local bean tofu

Non Vegetarian Selection:

Lamb Lasagna – Fresh house made pasta layered with pulled lamb and artisanal cheese

Or

Slow Roast Chicken – served with organic Chickpea mash and Mushroom ragout

Each selection is served with side of: warm millet garlic breads, pesto tossed vegetables, roast new potatoes

Dessert *(Pre-plated)*

Warm Brioche Pudding - with Rum & Raisin sauce
Millet Churro – with Chocolate & Goat milk ganache

SAFETY IS THE NEW LUXURY

*Please note: In our efforts to ensure food safety, we avoid service of raw – uncooked food items.
Please share any food related intolerances to our chef to be guided on what would be safe for you to consume*

Curated Menus

Notes:

- Each menu begins with welcome drinks in line with warm beverage being suggested as a defense against CoViD19, and we make these with immunity boosting ingredients.
- Each menu also has pass around snacks while guests relax with their drinks.
- Sit down begins, when all guests are seated and ready for the meal. This is also when hosts can plan for announcements and visual treats like presentation on a screen for all to enjoy while seated and eating their meal.
- We can also offer personalization with a chef announcing each dish and explaining while the course is served from the stage.
- There is also a "Banquet Live Counter Master List" included for large gatherings

Western (plated) - with incorporation of Local Himalayan Produce

HYGIENE PARTNERS



- 20 NEUTRAL DISINFECTANT CLEANER By Eco Lab

Chemical composition :-

Didecyl Dimethyl Ammonium Chloride, Benzalkonium chloride
Ethanol

- 66 HEAVY DUTY ALKALINE BATHROOM CLEANER AND DISINFECTANT

Why these chemical ?

- It is one of the recommended chemicals by WHO for hotels to fight against COVID 19.



NEARBY LANDMARKS

IMPORTANT



Landour Community Hospital Mussoorie

Distance from resort – 14 kms
Time of travel – 40 mins
COVID 19 equipped - YES



Max Super Specialty Hospital Dehradun

Distance from resort – 32 kms
Time of travel – 1 hr 45 mins
COVID 19 equipped - YES



TRAVEL ADVISORY

Kindly note that while you make your way through the scenic views of the Himalayas to our pristine paradise, please be geared for multiple check points that have been installed for safety of its citizens by the local authorities. Please be patient with them for our own welfare.



Jolly Grant Airport Dehradun

Distance from resort – 65 kms
Time of travel – 2 hrs 10 mins
Operational – YES (as per government guidelines)



Dehradun Railway Station Dehradun

Distance from resort – 41 kms
Time of travel – 1 hr 35 mins
Operational – YES (as per government guidelines)





JW MARRIOTT

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RESORT & SPA

#SafelsTheNewLuxury

#TheHillsAreSafe

For further details please feel free to connect the following:

Room Reservations - +91 135 263 5700 or email at jw.dedjw.reservations@marriotthotels.com

Event Requirements – Ms. Chitra Awasthi at +91 7060211038 or email at Chitra.Awasthi@marriotthotels.com

Hygiene Queries – Ms. Roopa Singh at +91 7060211006 or email at Roopa.Singh@marriott.com