

NEW NORMAL

- ❖ *Social distancing, viz. maintaining 6 feet of distance, and hygiene norms must be followed across the property.*
- ❖ *All guests are required to wear face masks in public areas.*
- ❖ *Guests are requested to frequently sanitise or wash their hands well while on the premises. Sanitizer dispensers are available across public areas for guest usage, with clinically approved sanitizer, containing minimum 70% alcohol.*
- ❖ *Guests must follow the government recommended practices for coughing and sneezing. Spitting is strictly prohibited on the premises and in the property vehicles and is punishable by law.*
- ❖ *Temperature checks will be conducted every time a guest, team member or vendor enters the property. Should the temperature be higher than 99 degrees, along with other symptoms, including but not limited to coughing, sneezing and shortness of breath, entry to the property will be denied and the guest will be provided with the details of the nearest hospital or healthcare facility.*
- ❖ *For in-premise guests or team members who may not feel well at any time, our hotels have a defined protocol to assist them to reach out to the concerned hospital or healthcare facility.*
- ❖ *Guests are requested to download the Aarogya Setu mobile application for their and others safety. Guests are advised not to visit containment zones.*
- ❖ *At the time of check-in, guests will be required to submit a signed self-declaration form and share their travel history for the 20 days prior to arrival.*
- ❖ *Guests are requested to sanitize mobile phones, credit cards, etc. with wipes/swabs which will be available with the team members.*
- ❖ *Guests are requested to use personal pens to minimise contact. If not available, team members will offer a pen which will be cleaned and sanitised before and after use.*
- ❖ *To maximize the safety of our guests, contactless payment through an online transfer is preferred. Under special circumstances where the payment is being made in cash, a copy of the PAN card is required for any cash payment above Rs. 50,000.*
- ❖ *Sanitisation processes will be undertaken periodically, as per recommended guidelines, in all public areas including restaurants, banquets, lobby, etc. Government approved, hospital grade chemicals will be used for all cleaning and sanitisation purposes across the property, which target a broad spectrum of viruses and bacteria.*
- ❖ *There will be continuous sanitisation of all public areas and back areas, including all surfaces, floors, furniture, table tops, counters, door knobs/handles and equipment.*
- ❖ *Most public area doors will be left open to avoid physical contact. Please do not touch or close the doors in public areas.*
- ❖ *Seating arrangements in all public areas, including the lobby, restaurants, and banquets have been reduced to follow social distancing norms. Please adhere to the arrangements as they cannot be altered.*
- ❖ *Newspapers will not be available in the property.*
- ❖ *All property vehicles are cleaned, sanitised and inspected before and after every use.*
- ❖ *Mandatory quarantining is carried out of all non-perishable supplies once they are received at the property. Perishable items, including fruits, vegetables, groceries and other ingredients are thoroughly cleaned at the time of receipt.*
- ❖ *Food and Beverage services may be limited to set/select menus. Buffet services are temporarily discontinued.*
- ❖ *Contactless modes of payments are available, including Google Pay, online transfers, etc. and can be selected accordingly.*
- ❖ *In case of card payments, the EDC machines are sanitised after every use.*
- ❖ *No outside food and beverage delivery will be allowed anywhere on the premises.*
- ❖ *All guidelines from WHO and FSSAI (for food and beverage production and service) are being strictly followed in order to maintain the desired hygiene standards across all areas.*

We are optimistic that by working together with you, we can preserve your safety and ours, and help curtail the spread of coronavirus.

Take care of yourself and stay safe and healthy.