

Safety Measures during Check-in

1. a. The Hotel follows/adheres to all mandated protocols as directed by the government body FSSAI. The Government/FSSAI directives/guidelines are strictly adhered to by the hotel.
- b. In case the guest arrives by his own vehicle the vehicle is thoroughly sanitized. Before Guests enter the hotel they are screened for body temperature by using a Thermal gun and given hand sanitizer at the main entrance/door.
- c. Once in the lobby/reception guest can again use hand sanitizer kept at the reception desk.
- d. Luggage is sanitized before entering the hotel and is taken to the designated guest room by a bell boy.
- e. At all contact points right from Security Gate, Main Door, Reception, Bell Desk our staff wear face masks and gloves.
- f. All High Touch Points/places/areas which are touched frequently are sanitized frequently during the day using disinfectants such as Sodium Hypochlorite (NaClO) and very strong disinfectants/products from Diversey (global market leader)

2. **Safety Measures in case a Guest falls Ill**

- a. At the main entrance guest is checked for body temperature by using a thermal gun.
- b. At the hotel entrance during check in or during the guest stay if the guest develops symptoms for COVID 19 as per WHO website the guest is immediately contacted by the Nodal Officer who in turn is informed by the Front Office Manager on top priority.
- c. The hotel as mandated by FSSAI has a Nodal Officer who immediately takes the guest to a designated isolation/quarantine room which has a separate entrance on the ground floor and kept waiting till the local authorities arrive.

3. **Safety Measures for Guests**

- a. The mandated protocol as directed by the government body FSSAI is being followed by the hotel stringently.
- b. The hand sanitizers for guest use at various entry points such as reception, rooms, restaurants, banquet halls, business centre are displayed with a name tag "Hand Sanitizer"
- c. In addition to the above mentioned points all guest rooms have sanitizers.
- d. Most Room amenities are on request as mandated by the Government.
- e. Minibar in guest rooms are on request.
- f. Before the guest checks in the room is thoroughly sanitized using disinfectants/products from Diversey.
- g. During the morning housekeeping service the guest room is thoroughly cleaned and sanitized.
- h. Any guest laundry is washed/dry cleaned & sanitized with appropriate chemicals.

- i. Special emphasis is laid on High Touch Points which are sanitized whenever a guest room is serviced.
- j. After the guest checks out the room again is thoroughly cleaned and sanitized using disinfectants/products from Diversey.
- k. Any room amenity kept in guest room is not re-used for the next guest. The used/unused room amenity such as toiletries is not carried forwarded to the next stay.
- l. The hand sanitizers for guest use at various entry points such as restaurants & banquet halls will be displayed with a name tag “Hand Sanitizer”
- m. Restaurants are maintaining social distancing between tables with reduced covers and to maintain social distancing norms.
- n. Seating in the lobby has been reconfigured to ensure safe distance is maintained between guests.
- o. Buffets if served are manned by Senior servers who are well trained, well versed on all compliances for COVID 19 and wear face masks and gloves while serving guests.
- p. Room service orders are served on clean, hygienic trays and with clean sanitized cutlery and crockery.
- q. All room service clearances are collected/cleared from outside the room by room service staff on a tray which is covered with a sanitized cloth.
- r. All touch points in public areas like door handles, elevator buttons, counter tops, railings, etc. are cleaned continuously using a disinfectant.
- s. Protocols are in place for staff in the kitchens, restaurants, in-room dining, business centers and banquet halls to sanitize their hands every time they serve food or touch food related items.
- t. All employees of the hotel at various contact points on duty wear face masks & gloves as mandated by the government to minimize the spread of infection.
- u. Housekeeping staff use gloves for every room they service.
- v. Detailed Standard Operating Procedures are in place in case of a positive COVID-19 diagnosis where a guest or a colleague needs to be quarantined.

4. **Safety Measures for Employees & Vendors**

- a. Employee entrance/time office have hand sanitizer for all employees. Biometric machine has been discontinued and attendance is recorded with the help of a attendance register.
- b. Before the Employee or a Vendor enters the hotel premises he/she is checked for body temperature by using a thermal gun at the time office by the security officer.
- c. In case the Employee or the Vendor at the entrance or during the day at work develops symptoms for COVID 19 as per WHO website the Employee or Vendor is immediately contacted by the Nodal Officer who in turn is informed by the Chief Security Officer on top priority.
- d. The hotel as mandated by FSSAI has a Nodal Officer who immediately takes the Employee or Vendor to a designated isolation/quarantine room which has a separate entrance on the ground floor and is asked to report to the local authorities who would recommend further testing as they deem necessary.
- e. Vendor vehicles are disinfected after each use, as is luggage, before entering the hotel.