

## HOUSE RULES



As part of the “**Stay safe**” initiative, we have executed a new set of house rules and preventive measures, to be followed by guests, visitors and team members within the property, to maximise safety and hygiene.

- 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. Masks are available for purchase at the Front Desk.
- Guests are requested to frequently sanitise or wash their hands well while on the premises. Sanitiser dispensers are available across public areas for guest usage, with clinically approved sanitiser, containing minimum 70% alcohol.
- Guests must follow the government recommended practices for coughing and sneezing. Spitting is strictly prohibited on the premises and is punishable by law.
- Rooms will only be given on single occupancy, or double occupancy for family members. Triple occupancy and extra beds will not be allowed.
- No visitors will be allowed on guest floors.
- Guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24 to 30° C
- 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.

- All guests must download the **Aarogya Setu** mobile application. 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 sanitise 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.
- Sanitisation processes will be undertaken periodically, as per recommended guidelines, in all public areas.
- There will be continuous sanitisation of all public areas and back areas, including all surfaces, floors, furniture, table tops, counters, elevator buttons, door knobs/handles and equipment
- Seating arrangements in all public areas, including the lobby, restaurants, banquets, and the swimming pool area, have been reduced to follow social distancing norms. Please adhere to the arrangements as they cannot be altered
- 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
- All team members are being sensitised and trained on all cautionary and preventive measures.
- The team members will restrict the formation of groups that break social distancing norms. Guests are requested to cooperate with the team
- The team is maintaining appropriate hygiene standards and wearing gloves and masks, in all areas, throughout their shift
- Team members will aim to maintain social distancing norms while interacting with guests throughout the property
- Contactless modes of payments are available, including Google Pay, Paytm, UPI, 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.

**Thanking You**