

Safety Protocol

General Guidelines

Following general guidelines must be observed by all concerned:

- All hotel staff including security guards must wear masks and single use gloves mandatorily while performing their duties at the property.
- A safe distance of at least 2m (6 feet) should always be maintained while at the property. All staff and guests should follow this mandatorily.
- All hotel personnel use masks, hand gloves and sanitizers while doing daily activities.
- All touch points (like door knobs, switches, door handles, safety latches and taps etc.) cleaned and disinfected regularly with surface cleaner.
- Daily Temperature checked with a thermal gun thermometer for all staff members and every guest.
- Common area cleaning checklist displayed at the reception and rooms cleaning checklist displayed inside the room on the back of the door.

Check-in Protocol for guests

- If the Guest is arriving from restricted countries or regions, ensure that you have detailed information from the Guest upfront before arrival or at time of making the reservation.
- For all pre-booked Guests all check-in formalities should be completed online to reduce contact and time at the front desk.
- Safety, hygiene and other instructions to the Guests as per the new SOP displayed in lobby and all public areas.
- Ensure Associates are wearing masks & gloves.
- Paper, envelopes and all equipment sanitized.
- Keep swabs which Guests can use with sanitizer to clean their phone or credit cards
- Only one check-in should be attended at a time. In case of more than one check-in the guest should be seated in the lobby maintaining social distancing and once the reception counter is sanitized next guest should be checked-in.
- Rooms should be kept ready as soon as possible to avoid any crowd at the reception and maintain minimum contact with the guest.
- Details of the guest (Travel history, medical condition etc.) along with ID and Self declaration form must be provided by the guest at the reception
- Interaction at reception with guests should be avoided as much as possible.
- Hand Sanitizers kept at the reception for guests to use. Guests to sanitize hands before & after filling relevant forms including A&D register.
- Proper records of any symptom such as cough/cold/fever should be maintained
- Self-reporting forms must be filled for International guests and A&D register must be thoroughly maintained.

Room allocation process and in-room provisions

- Toiletries should be kept in the room 1 Kit per day OR (depending upon length of stay)
- In case of consumables replenishment, guests should inform the HK / Front desk through intercom.
- Reception no. duty managers & other important contact details must be available in the room.

Room service

- Communication between guests and in-house operations team should be strictly through intercom.
- Any items required (Water bottle/Toiletries/Medicine/Linen) should be given to guests while maintaining 1m distance & trays will be used to avoid hand contact.
- Staff should be trained again for trouble shooting normal issues like TV remote issues, air-conditioning etc. so that they can inform guests & solve accordingly on call.

Guest room

- Guest recommendations will be taken for cleaning with an option for the guest to opt out.
- In case deep or normal cleaning, housekeeping staff must wear masks / gloves and other PPE as per protocol before entering the room and during the cleaning process, guests should stay in the lobby near the room without touching anything.
- In case of room cleaning after checkout, process outlined should be used
- Staff must sanitize their hands or wash their hands with soap before & after the cleaning Process.
- Guest's instructions given at the reception should include instructions on how the rooms are sanitized at regular intervals.
- Ensure Housekeeping Associates on the floor are wearing safety gear.
- Keep sanitizers on the floor and small dispensers in the rooms.
- Inform Guests that newspapers are not being delivered due to safety reasons, but e-papers can be made available through WhatsApp etc.
- Laundry, room service instructions should be available in the room for the new SOPs being implemented.
- Room linen to be changed once in two days or ONLY on request; no turn down services to facilitate minimal contact

Guest Transport

- Driver is wearing protective gear such as mask, gloves etc.
- The car is disinfected with every arrival.
- Guest instructions placed at the back seat; the information booklet covers all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures

Hotel Lobby Entrance

- Temperature checks at entrance is mandatory.
- Guests running a temperature of more than 98.6° F should be politely directed to the closest hospital/medical facility.
- Disinfect and clean Guest luggage after informing the Guests.
- Provide a mask if Guest is not wearing one.

Room – Guest Elevators

- Safety instructions placed inside the elevator and is easily visible; apologize for the delay and inconvenience caused to the Guests due to the new safety norms.
- Elevator floor buttons are regularly sanitized by the Housekeeping Associates.
- Floor & other area of the elevators that can be touched, are sanitized after every use.
- Hand sanitizer dispensers installed outside and inside the elevators.

Receiving Procedure

- All supplies Fully sanitized before entering the stores and refrigerators
- Use WHO and Health Department approved sanitizing agents for the same (Ecolab)
- Receiving area is sanitized at regular intervals
- Vendors are advised on how we accept goods and how their staff should arrive with necessary protective gear

Food and Beverage - Service

- Number of seating reduced in all restaurants to maintain Social Distancing norms
- TDH or 'a la carte' available
- Staff trained for minimal contact/communication during service
- Associates are wearing disposable masks & gloves
- Disposable napkins
- Sanitizers for Guests available at the hostess desk
- Swabs which Guests can use with sanitizer to clean their phone or credit card available at hostess desk.

Checkout Protocol

- Guests should inform at the reception an hour before the check out.
- Guests should only check out once he is confirmed by the reception.
- Guests should be informed about the payment to be made in advance and the guests may be requested to make the payment via digital mode as much as possible.
- Post check out, rooms to be kept vacant for 24 hours, sprayed with disinfectant and then cleaned by housekeeping team wearing safety gear with all necessary precautions.

HOTEL OPERATIONS - BACK OF THE HOUSE

Employee Clinic

- House Doctor to ensure regular health check-ups for employees.
- Proper PPE equipment for the Safety Team in case of any requirements, trained team to handle and wear disposable PPE equipment in case they have to evacuate a potential suspected case