



YOU
are ready
to combat
and so are
WE



==== virus protection =====



Covid-19 Safety Measures

Room Hygiene

- ✓ All washrooms to be equipped with liquid soap dispenser or packed soap bars
- ✓ Room linens to be changed after every check-out. In case of guests staying for more than 01 day, then linen will be changed as per the request of the customers
- ✓ Washable pillows or pillow and mattress protectors to be used and sanitized before any new guest check-in.
- ✓ Freshly prepared bleach solution (1% sodium hypochlorite) or phenolic based or similar disinfectants to be used for cleaning washbasins, furniture, and toilets
- ✓ Only digital Menu to be shared with the guests and no physical menu will be available
- ✓ Face masks and gloves to be available on request for the customers
- ✓ Rooms and indoor area to be sanitized before new guest check-in
- ✓ Temperature check of all guests at the entry point. Any guest with a temperature available above 99.1°F to be refused admission and will be assisted and directed to the closest medical facility.
- ✓ Housekeeping staff to use PPE kits while carrying out the room disinfection and other cleaning services.
- ✓ Face masks and gloves mandatory for the entire staff of the resort
- ✓ Guests to be requested to carry their personal drinking water bottles from homes in order to avoid unnecessary plastic waste generation and preserve the environment.
- ✓ However, we will make available safe and clean refill of drinking water besides packaged drinking water in case guest does not carry their own domestic bottles.
- ✓ Mandatory use of Arogya Setu App by all the guests and staff



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Check-In & Common Area's

- ✓ Room check-in services to be enabled where in guest's body temperature to be taken at the point of entry and then resort staff to follow the disinfection protocols and sanitise the guests.
- ✓ After this, guest can check-in to their rooms directly and then provide the necessary information in the prescribed forms to be made available in their rooms.
- ✓ Sanitization of Reception/Check-In area every 2 hours with phenolic or similar disinfectants.
- ✓ Sanitization of common areas every 6 hours with phenolic or similar disinfectants
- ✓ Face masks and gloves mandatory for the entire staff of the resort
- ✓ Record keeping of recent travel history of all guests as per Government of India ("GOI") guidelines.
- ✓ Common places like swimming pool & gym to be inaccessible as per GOI guidelines.
- ✓ Where the use of bleach is not suitable (metallic surfaces like door handles, security locks, keys, etc.), solutions with at least 70% alcohol to be used to wipe down such surfaces.
- ✓ Staff Training & Preparedness
- ✓ Social distancing to be observed at all times: Entrance, Reception area, Lobby etc.
- ✓ House-keeping & service staff to wear masks (3-ply) and gloves (single-use) at all times.
- ✓ Temperature check twice a day and mandatory leave for any employee having temperature above 99.1°F
- ✓ Staff training and supervision to be carried out every day on hand hygiene and respiratory etiquettes
- ✓ Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as amongst the staff
- ✓ Maintaining a distance of at least 2m (6 ft) and avoiding anyone who is coughing or sneezing



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- ✓ Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water for a minimum of 20 seconds in each session. Also, completely refrain from touching eyes, nose, and mouth.
- ✓ Digital forms of payment to be used and handling of cash to be avoided at all times
- ✓ Hand disinfection and gloves change to be done after exchanging objects (money, credit cards) with guests
- ✓ Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue to be disposed of immediately in a bin with a lid.

Safe Dining

- ✓ Pre-packed food portions to be used as a preferable way and served in the rooms of the guests directly.
- ✓ In case of displayed buffet meals, strictest of social distancing norms to be used. Only staff will serve the meals and guests will not be allowed to serve themselves.
- ✓ Restaurant staff to wear a mask (3-ply) and hair net at all times.
- ✓ Only digital Menu to be shared with the guests and no physical menu will be available.
- ✓ Table and seating arrangement to follow Social Distancing norms
- ✓ GOI approved sanitizing agents such as Sodium Dichloroisocyanurate 400 mg or 50 and 100 ppm chlorine based solution to be used to disinfect and clean vegetables, meat and all other material and surfaces in the kitchen
- ✓ All kitchen supplies need to be fully sanitized before entering the stores and refrigerator.

Stay Safe

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