

## REST ASSURED



Protected by Diversey

Rest Assured is a Lemon Tree Hotels' initiative, in partnership with Diversey, showcasing our commitment to creating an environment focused on health, hygiene, safety and wellbeing.

As part of the new cleanliness and hygiene standards, we have collaborated with Diversey, a global leader in this space. They are providing us with US EPA approved safe chemicals, operating checklists, training support, videos and support materials to add to our own repertoire of processes and procedures, and will be conducting regular reviews in all properties, as part of this association

Diversey's specialised products - Virex II 256, Oxivir and Suma are produced following stringent guidelines and conform to global standards. These specialized chemicals are for usage across all public spaces, guest rooms, food and beverage areas, and support locations used by the team members.

The safety and wellbeing of our guests and team members is of the utmost importance to us, and we want everyone to rest assured that they are in safe hands

## HOUSE RULES

***As part of the Rest Assured initiative, the company has executed a new set of house rules and preventive measures, to be followed by guests, visitors and team members within each property, to maximise safety and hygiene.***

### **1. Across the property**

- 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 in the property vehicles, and is punishable by law
- Rooms will be given on single occupancy, or double occupancy for family members. Requests for triple/quadruple occupancy rooms will be reviewed and provided based on local guidelines, during the ongoing pandemic
- Visitors will not be allowed on guest floors in order to maximise safety
- 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, vendor or team member 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

***The management reserves the rights of admission and the refusal of service for guests not following social distancing, cleanliness and hygiene norms and the house rules***

- Guests are requested to download the Aarogya Setu mobile application for their and others safety. Guests are advised not to visit containment zones
- Guests are requested to sanitise their mobile phones, credit cards, etc. with wipes/sanitizers placed in various locations across the property
- 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 including restaurants, banquets, lobby, etc. Government approved, hospital grade chemicals, including Virex II 256, Oxivir and Suma product lines from Diversey, 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, elevator buttons, 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
- Demarcations have been made on the floor for queues, elevators, and public areas, including washrooms and smoking areas, which adhere to social distancing norms. These markings must be strictly followed
- 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
- Newspapers will not be available across the property. However, e-papers will be shared upon request
- 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
- Certain areas may be temporarily non-operational. Please do not use those areas where entry is restricted
- All team members are being sensitised and trained on all cautionary and preventive measures, in partnership with Diversey
- 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
- 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

## 2. Vehicles

- All property vehicles are cleaned, sanitised and inspected before and after every use
- Hand sanitizers will be available in all property vehicles
- All guests are required to wear face masks in the property vehicle. Masks provided in the property vehicle will be available for purchase and will be added to the room bill
- The number of guests in each property vehicle will be defined by the property, in keeping with government regulations
- Valet services have been temporarily suspended to avoid excessive physical contact

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- Parking facilities for self driven cars are available either on the premises or at a paid parking lot in the vicinity
- Vehicles entering the property parking lot will be sprayed with disinfectant

### 3. On Arrival

- All luggage and parcels will be cleaned and sanitised before scanning
- At the time of check-in, all guests will be required to submit a signed self-declaration form and share their travel history for the 20 days prior to arrival
- Team members will click a picture of the guest ID proof to minimise physical contact. Guests are requested to cooperate with the new check-in procedures
- Key cards are cleaned and sanitised before and after use
- After scanning, guests are requested to carry their luggage/parcels to the rooms to avoid physical contact or request the team members to deliver the luggage to the door of the room. Please note, no team member will enter the room

### 4. In the Room

- Every room is deep cleaned and sanitised prior to each check-in and post each check-out
- All furniture, including tables, sofas, beds, etc. and furnishings including curtains, pillows, linen, etc. are cleaned and sanitised
- Stationery items, shoe baskets, mini bar items, and extra furnishings have been temporarily removed from the rooms to minimise physical contact
- Rooms will be cleaned and sanitised every day and linen will be changed every third day. Turn down service is temporarily suspended. During the cleaning process, guests are requested to stay in the corridor near the room and not touch any surfaces at that time
- All amenities and items in the rooms, cupboards and bathrooms are sanitised prior to check-in, and every day when the room is serviced. Fresh, sanitised toiletries are placed for each guest. Additional amenities are available on request with Housekeeping and are sanitised well before and after use

### 5. Food and Beverage

- **Across all areas**
  - The physical menus have been replaced with e-menus in order to avoid physical contact, which will be shared over WhatsApp and/or email. Applicable meal timings are mentioned in the e-menus
  - Food and beverage services may be limited to set/select menus. Buffet services are available at certain hotels, and temporarily discontinued at others
  - In the interest of everyone's health and safety, guests are requested not to touch the ladles or dishes on buffet counters. The service team will assist you for all your requirements
  - All table appointments, including trays, mats, crockery, cutlery, glassware, bottles etc. used for orders are washed and sanitised before and after service.
  - All food and beverage items will be covered in transit from the kitchen
  - Guests are requested to receive outside food and beverage deliveries at the main gate of the property. All parcels will be subject to the standard sanitization process at the porch and can then be brought into the lobby, and taken by the guest to their room. In the interest of safety, the hotel team will not deliver/process any external food items

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- **In-room Dining**

- Guests are requested to call In-room Dining to place orders from the e-menu. The time of delivery will be specified at the time of placing the order
- Team members will not be entering the room. For service, the food tray(s) will be served at the door. Guests are to sign and hand the bill over to the team member waiting at the door. For clearance, guests are requested to place the trays outside the room, and clearance will be done every hour
- During the current pandemic guests have the option of choosing to order food from outlets outside the hotel. For any requirements of crockery, cutlery and ice from our In-Room Dining service, a nominal charge will apply. This is to help us manage the process smoothly
- All bills for in room consumption (In-room Dining and minibar) will be presented on a weekly basis at the Front Desk for long stay guests and at the time of check-out for transient guests, to avoid excessive contact

- **Dining Outlets**

- Operation and timings of all food and beverage outlets will be defined by the property, and can be confirmed at the Front Desk
- All guests are requested to check the availability and book a table in advance, to avoid a waiting period
- Non-resident guests will be required to provide details, including name, age, phone number, email ID, and residence address at the time of arrival. Guests are requested to download the Aarogya Setu mobile application for their and others safety
- All guests are required to wear face masks in public areas. Masks are available for purchase at the Front Desk
- Guests are requested to wait for their turn, in the designated waiting area, to be seated
- Sanitised condiments (salt, pepper, ketchup, jam, etc.), crockery, cutlery, glassware and tissues will only be placed during service
- For any bar nibbles ordered, miniature packets will be served and opened only during service
- To minimise physical contact, beverage bottles will not be presented for a temperature check
- Ice buckets will not be placed on the tables. Guests are requested to ask the service team for replenishment of ice cubes
- Buffet services are available at certain hotels, and temporarily discontinued at others. There will be live (interactive) stations in some buffets, and all hygiene and safety precautionary measures will be followed
- Self-service at the buffet counters is not allowed. The service team will assist guests with all requirements

## **6. Banquets and Conferences**

- **Across all Areas**

- Valet services have been temporarily suspended to avoid excessive physical contact
- Parking facilities for self driven cars are available either on the premises or at a paid parking lot in the vicinity
- Vehicles entering the property parking lot will be sprayed with disinfectant

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- Temperature checks will be conducted for all guests, including the organisers and VIPs, and is to be strictly followed. 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 venue will be denied
  - Guests are requested to download the Aarogya Setu mobile application for their and others safety
  - All guests are required to wear face masks in public areas. Masks are available for purchase at the Front Desk
  - Circulation of snacks will be reviewed and provided in accordance with local guidelines, during the continuing pandemic. Live (interactive) stations can be arranged, and all hygiene and safety precautionary measures will be followed.
  - In the interest of everyone's health and safety, guests are requested not to touch the ladles or dishes on buffet counters. The service team will assist you for all your requirements
  - Liquor service (where applicable) will only be done at the designated bar area. Guests are to maintain social distancing norms while waiting for their drink to be served. No circulation of beverages will be permitted
  - No tea/coffee stations are permitted at this time. Tea/coffee service will be done directly at the table
  - 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. Cash payments will be accepted up to Rs. 1,99,999/- only.
  - Seating arrangements shall be made in accordance with social distancing norms. The entry of guests shall be restricted after all seats are occupied. No guest is permitted to stand during the event. Guests are requested not to change seats during the event
  - The venue doors will be left open while guests are entering, to avoid physical contact. Once all the guests have arrived, a team member will close these doors. Please do not touch or close the doors.
  - Only authorized and empanelled vendors are allowed to provide services. Pre-fabricated stands should be utilized to ensure minimum time spent at the venue, by the vendor.
  - Disposal crockery and cutlery will be provided only on request, on a chargeable basis
- **Banquets**
    - Banquet reservations will be confirmed based on the guidelines issued by local/state authorities including operational allowances/permissions, timings, maximum allowed capacity (number of guests) and services
    - The final guest list along with a signed self-declaration form for each guest, with their valid address proof, should be emailed to the property 24 hours prior to the event
  - **Conferences**
    - For conferences and meetings, the property will accept bookings for up to 50% of the venue capacity in order to ensure social distancing norms
    - In meeting rooms, only tea/coffee service will be arranged

## 7. Public Areas

- **Elevators**

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- The maximum capacity of the elevators is as defined by the property
- There are demarcations on the elevator floor, which guests must stand in while facing away from each other. Guests are required to wait in case elevators are at full capacity, i.e., all the marked spaces are full
- Guests are requested not to touch the buttons and only use the tissues provided to press the required buttons. They are for one time use only and should be discarded after use in the dustbin provided
- **Public Washrooms**
  - Guest washrooms in all common areas are sanitised periodically. Lids in the cubicles will be closed by the team member after cleaning and sanitisation
  - Alternate washrooms, urinals and vanity counters have been sealed to adhere to social distancing norms
- **Smoking Areas**
  - Locations of smoking areas will be defined by the property, and can be confirmed at the Front Desk
- **Business Center (where available)**
  - Operation and timings of the business center will be defined by the property, and can be confirmed at the Front Desk
  - The capacity of the business center has been reduced to half. Please adhere to the arrangements as they cannot be altered. Guests are requested to wait for their turn to maintain social distancing norms.
  - Sanitiser and tissues are available for guest usage
- **Fitness Center (where available)**
  - To minimise physical contact, Fitness Center operations are currently suspended, and will reopen in phases. Operation and timings will be defined by the property, and can be confirmed at the Front Desk
- **Swimming Pool (where available)**
  - Swimming pool operations have been temporarily suspended to minimise physical contact
- **Spa (where available)**
  - To minimise physical contact, Spa operations are currently suspended, and will reopen in phases. Operation and timings will be defined by the property, and can be confirmed at the Front Desk
- **Recreation rooms/areas (where available)**
  - Operations in all recreation rooms and areas have been temporarily suspended to minimise physical contact

## 8. On Departure

- Guests are requested to inform the team about the approximate check-out time at least 3 hours in advance, to enable the team to process and share the electronic bill
- Luggage must be placed outside the room for collection. Team members will not enter the room
- Guests are requested to drop the key cards in the drop box at the reception. All key cards are cleaned and sanitised after use

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- The invoices will be enclosed in an envelope and placed at the reception by the team members, to avoid physical contact.
- In case of multiple check-outs at one time, satellite check-out counters may be arranged to maintain social distancing norms. The location of their counter will be informed to each guest in advance
- For group check-outs, separate counters may be arranged, the locations of which will be informed to the groups in advance