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

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 will be available with the team in all public areas
   - 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
   - Temperature checks will be conducted every time a guest 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 assisted to visit the nearest hospital or healthcare facility
   - 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.
   - 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
   - All property vehicles, as well as tables, chairs and equipment throughout the property, are cleaned and sanitised frequently
   - Certain areas may be temporarily non-operational. Please do not use those areas where entry is restricted
   - 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 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
• Vehicles entering the property parking lot may be sprayed with disinfectant

3. On arrival
• All luggage 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 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 serviced every day and linen will be changed every third day. Turn down service is temporarily suspended
• 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
  o 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
  o All table appointments, including trays, mats, crockery, cutlery, glassware, bottles etc. used for orders are washed and sanitised before and after service.
  o All food and beverage items will be covered in transit from the kitchen
  o No outside food and beverage delivery is allowed

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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.
  - 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.
  - Resident guests are requested to check the availability and book a table in advance, to avoid a waiting period.
  - Guests are requested to wait for their turn to be seated to maintain social distancing norms.
  - 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.
  - There will be no live (interactive) stations in the buffet spread. Self-service at the buffet counters is not allowed. The service team will assist guests with all requirements.

- **Banquets and Conferences**
  - As per government guidelines, the property will not be taking bookings for social events till further notice.
  - 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.
  - For conferences, there will be no live (interactive) stations in the buffet spread. Self-service at the buffet counters is not allowed. The service team will assist guests with all requirements.

6. **Public Areas**

- **Elevators**
  - 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**
  o Guest washrooms in all common areas are sanitised after every use. Lids in the cubicles will be closed by the team member after cleaning and sanitisation
  o Alternate washrooms, urinals and vanity counters have been sealed to adhere to social distancing norms

• **Smoking Areas**
  o Locations of smoking areas will be defined by the property, and can be confirmed at the Front Desk

• **Business Center (where available)**
  o Operation and timings of the business center will be defined by the property, and can be confirmed at the Front Desk
  o The capacity of the business center has been reduced to half. Guests are requested to wait for their turn to maintain social distancing norms
  o Sanitiser and tissues are placed in the business center for guest usage

• **Fitness Center (where available)**
  o Fitness Center operations have been temporarily suspended to avoid excessive physical contact

• **Swimming Pool (where available)**
  o Swimming pool operations have been temporarily suspended to avoid excessive physical contact

• **Spa (where available)**
  o Spa operations have been temporarily suspended to avoid excessive physical contact

• **Recreation rooms/areas (where available)**
  o Operations in all recreation rooms and areas have been temporarily suspended to avoid excessive physical contact

7. **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
• 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 will 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 will be arranged, the locations of which will be informed to the groups in advance