

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 maximize 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.
- Guests are requested to frequently sanitize or wash their hands well while on the premises. Sanitizer dispensers are available across public areas for guest usage, with clinically approved sanitizer, 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 can now be provided on single, double or triple occupancy, at the corresponding rates. During the pandemic, this facility may be amended based on guidelines from government authorities in the future
- Visitors are allowed on guest floors as per the visitor policy:
 - A maximum of 2 guests are allowed up to 11 p.m. A copy of each visitor's photo ID should be provided to the Front Desk
 - Post 11 p.m. any visitor to a guest's room will be registered as resident guest/sharer and the applicable extra occupancy charge will be levied
- 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
- Guests are requested to sanitize their mobile phones, credit cards, etc. with sanitizers placed in various locations across the property
- Guests are requested to use personal pens to minimize contact. If not available, team members will offer a pen which will be cleaned and sanitized before and after use
- Sanitization processes will be undertaken periodically, as per recommended guidelines, in all public areas including restaurants, banquets, lobby, etc. Government approved, hospital grade chemicals, will be used for all cleaning and sanitization purposes across the property, which target a broad spectrum of viruses and bacteria
- There will be continuous sanitization of all public areas and back areas, including all surfaces, floors, furniture, table tops, counters, elevator buttons, door knobs/handles and equipment
- 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, shall be made in accordance with government guidelines. Where required, the arrangement will be made with social distancing norms
- Newspapers will not be available across the property. However, e-papers will be shared upon request
- 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 sanitized 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 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

- The team is maintaining appropriate hygiene standards and wearing 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 sanitized 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, sanitized 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
- The number of guests in each property vehicle will be defined by the property, in keeping with government regulations
- Valet services are available at select locations
- Parking facilities for self-driven cars are available either on the premises or at a paid parking lot in the vicinity

3. On Arrival

- At the time of check-in, self-declaration forms are to be filled by all guests, as per the guidelines of local authorities (as applicable)
- Team members will click a picture of the guest ID proof to minimize physical contact. Guests are requested to cooperate with the new check-in procedures
- Key cards are cleaned and sanitized before and after use

4. In the Room

- Every room is deep cleaned and sanitized 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 sanitized
- Stationery items, shoe baskets, mini bar items, and extra furnishings have been temporarily removed from the rooms to minimize physical contact
- Rooms will be cleaned and sanitized 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 sanitized prior to check-in, and every day when the room is serviced. Fresh, sanitized toiletries are placed for each guest. Additional amenities are available on request with Housekeeping and are sanitized 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 now available at our properties, as required
 - All table appointments, including trays, mats, crockery, cutlery, glassware, bottles etc. used for orders are washed and sanitized 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

- **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
- 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
- All guests are required to wear face masks in public areas.
- Guests are requested to wait for their turn, in the designated waiting area, to be seated
- To minimize 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 now available at our properties, as required. There will be live (interactive) stations in some buffets, and all hygiene and safety precautionary measures will be followed

6. Banquets and Conferences

- **Across all Area**

- Valet services are available at select locations
- Parking facilities for self-driven cars are available either on the premises or at a paid parking lot in the vicinity
- All guests are required to wear face masks in public areas.
- Circulation of snacks will be provided. Live (interactive) stations can be arranged, and all hygiene and safety precautionary measures will be followed.
- 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
- 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 government guidelines. Where required, the arrangement will be made with social distancing norms.
- Only authorized and empaneled vendors are allowed to provide services. Pre-fabricated stands should be utilized to ensure minimum time spent at the venue, by the vendor. All material brought into the premises by the vendor must be sanitized

- **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

- **Conferences**

- For conferences and meetings, the property will accept bookings as per government guidelines

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7. Public Areas

• Public Washrooms

- Guest washrooms in all common areas are sanitized periodically. Lids in the cubicles will be closed by the team member after cleaning and sanitization

• 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.
- Sanitizer and tissues are available for guest usage

• Fitness Center (where available)

- To minimize 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 will be resumed in accordance with government guidelines. Operation and timings will be defined by the property, and can be confirmed at the Front Desk

• Spa (where available)

- Spa operations will be resumed in accordance with government guidelines. 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 will be resumed in accordance with government guidelines.

8. On Departure

- 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