



FIGHT AGAINST COVID-19

What can you do?

Get yourself vaccinated.

Wear your face mask correctly.

Practice social distancing.

Wash and sanitise your hands thoroughly.

Avoid touching surfaces.



BY FOLLOWING SOME BASIC PROTOCOLS, YOU COULD WELL BE SAVING LIVES

Let's be smart and fight the good fight





Dear Guests,

Our thoughts and prayers are with all of you as we face this devastating wave of Covid 19 as a nation. Our country is in crisis and it is imperative we all stay home and do our part to stop the spread of this virus. The Rajhans family wishes you all an abundance of good health and we pray you all stay safe in these unprecedented times.

The COVID-19 pandemic has compelled us to relook at how we would do business. Our commitment remains towards the well-being of our guests, the environment, and our staff.

The Rajhans Group has spent 13 years building a hospitality brand and this would not have been possible without your unconditional love for the hotels. We thank you all from the bottom of our hearts who have supported us through this journey.

While these uncertain times may be challenging, we have continued to spend our time in training, redefining SOP's and enhancing hygiene standards. We are following recommendations of the WHO, FSSAI, and state government guidelines to ensure the actions we take are comprehensive and suitable.

The following document has been made to keep all our guests aware of our changed service standards that have been incorporated into our hotels.

Wishing all our cherished guests the very best during these difficult times. We truly appreciate your continued support and hope we overcome this crisis soon.

Be Safe!

Team Rajhans



GENERAL GUIDELINES

- ▶ All staff coming to the hotel will be vaccinated.
- ▶ All associates will be required to wear the prescribed Protective Equipment at all times. Double masks to be worn all across the hotel.
- ▶ All guests will be greeted respectfully saying 'Namaste' with folded hands. Social distancing norms (1 meter) will always be followed by all associates.
- ▶ Hygiene kits (sanitizers, tissue papers, masks) will be provided at all interaction points for guests and associates to use.
- ▶ All exchanges between guests and associate will be followed by disinfection and sanitization (pens, bill folders, menu cards, key cards, luggage handling, photo identifications, cash transactions etc.).
- ▶ There will be no cluster seating across the hotel.
- ▶ Discreet messages encouraging social distancing will be visible all across the public areas.
- ▶ Everyone is a Housekeeper 24 hours, 7 days a week. Associates will disinfect their own workspaces every 45 minutes
- ▶ Hands to be sanitized or washed frequently, especially after any contact with surfaces which haven't been disinfected



CORE STAFF AREAS

- ▶ Vaccination of all personnel (vendors, suppliers) entering the hotel will be given highest importance. All help will be extended to them to get vaccinated.
- ▶ All personnel entering the hotel will be checked for flu symptoms. Body temperatures will be checked and recorded without which they will not be permitted inside.
- ▶ Non-invasive thermal testing will be conducted for all associates at the time office on arrival to work. Associates with cold, cough or temperature of more than 98.6°F will inform their supervisor and stay at home. Hotel will provide doctor's assistance to associates reporting in sick.
- ▶ Alcohol based sanitizers will be placed at all critical touch points in the heart of the house areas. e.g. corridors, entrance of washrooms, lockers, uniform rooms, employee dining, etc.
- ▶ Associates will adhere to social distancing norms at time office, uniform room, employee dining and other high traffic areas.
- ▶ Lockers, washrooms, showers will be cleaned and disinfected every 4 hours.
- ▶ Gathering in groups is discouraged. One-on-one discussion in person is permitted, if absolutely necessary.
- ▶ All receiving staff will wear double face masks and disposable gloves.
- ▶ All materials, boxes, crates, sealed packets and trolleys will be sprayed with disinfectant at the entrance.



HOTEL ARRIVAL PORCH & LOBBY

- ▶ The porch will have a desk set up with the Hygiene & Safety kit. Guest body temperature will be recorded, and guest will be requested to fill in a health declaration form before entering the lobby.
- ▶ A display stand show-casing body temperature, pulse and vaccination status of staff on duty will be displayed at the entrance.
- ▶ The associates will highlight to the guest about changes in the service design and promote contact less service while promoting options for digitally sharing copies of photo ID's, digital payment etc.
- ▶ Luggage will be disinfected prior to being sent to rooms.
- ▶ Guests in self driven cars will be requested to park their own vehicles in the designated parking areas.



ARRIVAL RECEPTION

- ▶ Hotel staff will inform guests to ensure social distancing during check – ins.
- ▶ Guests will be offered a immunity booster welcome drink at the lobby or a preferred drink served at the room entrance as a welcome drink.
- ▶ Housekeeping staff will enter rooms 24hrs after guest departure, clean, sanitize, and only then will such disinfected/sanitized rooms be allocated to guest.
- ▶ Guest will be briefed about the hotels level of preparedness in hygiene and safety and the changed service offerings.
- ▶ Photo identification will not be scanned if the copy has been shared by guests digitally.
- ▶ Guests will be explained about changed service offerings such as Wi-Fi connection details, emergency procedures, in room dining menu etc.
- ▶ For returning guests, guests will not be escorted to the room to maintain social distancing. If the guest is visiting the hotel for the first time, directions to the room will be provided.
- ▶ A welcome letter detailing service changes and essential communication will be pre-placed in the room.
- ▶ Lobby surfaces and floors will be cleaned using a surface disinfectant every two hours.



TRANSPORT & VALETS

- ▶ Sodium Hypochlorite solution spray will be used for spraying and disinfecting the interiors & exterior of the car prior to every pickup and drop.
- ▶ Chauffer driven cars will only accommodate a maximum of 2 guests at a time.
- ▶ Bottled water and sealed wet wipes, masks & sanitizers will be available in all cars.
- ▶ Guest luggage will be disinfected before placing in the boot
- ▶ Valet parking will be temporarily discontinued. All guest cars will be directed to the limited designated parking area by the Security team.



ROOMS

- ▶ Once a guest room is cleaned, sanitized and checked by the house keeper, no other hotel staff would be allowed entry such a room.
- ▶ Only one associate will be allowed to enter the room for the purpose of cleaning, placing laundry and additional amenities. Room cleaning will be done when the guest is not in the room.
- ▶ Rooms will go through the highest levels of sanitization; associates will be in prescribed protective equipment and will use tested chemicals to disinfect surfaces.
- ▶ Magazines, fruits and bath robes will be delivered only on request.
- ▶ All high touchpoint surfaces in rooms such as door handles, drawers, remote, bedside tables will be disinfected daily using alcohol-based sanitizers. Bath amenities will be single use, sanitized and sealed.
- ▶ All departure rooms will be thoroughly cleaned along with sofas and curtains, tumble dry of all duvets, cushions and pillows. The rooms will be rested for a period of 24 hours before being allocated to the next guest.
- ▶ All public areas such as lobby, restaurants, meeting rooms, corridors, banquet areas, spa, salon, porch and periphery will go through scheduled cleaning a minimum of 4 times a day or more depending on usage.
- ▶ Guest laundry service will continue to be provided. All guest laundry as well as room linen will be treated using enhanced wash cycles and anti-bacterial.

RESTAURANT & ROOM SERVICE

- ▶ At the entrance of each restaurants, a display stand show-casing body temperature, pulse and vaccination status of staff on duty will be put up.
- ▶ All-Day Dining and In Room dining will be operational for in-house guests. Non-resident guests will be encouraged to make a prior reservation, wherever applicable
- ▶ Hygiene and sanitization is of highest priority and a hygiene kit (sanitizer, tissue, sealed wet wipes) will be placed for guests and associates in strategic locations.
- ▶ All effort will be made to allocate alternate tables to guest, ensuring maximum possible distance between tables.
- ▶ No covers will be pre-set on the table. These will be provided with the order. Buffet breakfast will be initiated if the occupancy is over 60%. If not, then a la carte orders will be taken. Condiments like sugar, jam, honey, butter, toothpicks will be individually packed.
- ▶ All food will be dispensed from either a show kitchen or from the main kitchen. No live counters will be operational.
- ▶ To limit the exposure, through the service period only one associate will interact with the guest (including order taking, food pick up, clearance, billing, checking for satisfaction)
- ▶ Tables and chairs will be disinfected prior to seating a guest.

KITCHEN OPERATIONS

- ▶ Kitchen staff will always wear fresh uniform, hair nets, chef caps and aprons while in the kitchen.
- ▶ Staff will wear double face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed and hands washed after every task.
- ▶ All ladles and knives will be washed and sanitized after every use.
- ▶ All surfaces and table tops will be cleaned with a sanitizing solution after every use.
- ▶ All fruits and vegetables will be washed in 50 PPM chlorine before entering the hotel as well as the kitchen.
- ▶ Grocery packets will be sprayed with 100 PPM chlorine at the receiving area and then taken into the hotel. Meat, poultry and seafood packets will be washed and sanitised thoroughly.



POOL, GYM & SPA

- ▶ Wet area of the Spa, Gym & Swimming pool will remain closed for service until advised by the concerned Government authorities. (As of 01.06.2021)
- ▶ Salon services will be available to the guests.
- ▶ Sanitizers would be placed at the salon entrance and guests would be encouraged to use them prior to being seated.
- ▶ All tools used by the salon staff would be sterilized and sanitized both, pre and post usage.
- ▶ Staff would wear double face masks, gloves, face shields while conducting salon treatments.
- ▶ Guests would be provided with either a disinfected or a disposable fabric as per the nature of the service being availed.
- ▶ All high contact surfaces of the salon would undergo regular cleaning with a disinfectant. Highest hygiene standards would be maintained.



HOTEL DEPARTURE

- ▶ Guests will be requested to settle all bills through digital payments. Exchange of cash will be discouraged.
- ▶ Credit cards will be placed on a tray and sanitized while receiving and handing over the card.
- ▶ Payment receipts will be emailed to all guests. Handing over of physical copies will be discouraged.
- ▶ Folders and pens will be sanitized prior to handing over to the guest.



GUEST FEEDBACK

- ▶ The guest experience survey form will actively seek feedback about the changed service standards and offerings.

