

OBJECTIVE

- **To practice Social Distancing, maintain Hygiene and Safety of our guests.**



ARRIVAL

- Cars will be sanitized with spray guns before and after every pick-up and drop.
- Chauffeurs will make use of appropriate PPE - Face mask, face shield and Disposable gloves.
- 4 masks individually packed will be kept along with the water bottles for guests..
- Maximum 04 passengers (as per government guidelines) can avail a pick-up or drop facility by innova.
- Sealed packaged drinking water of 250 ml will be provided per car.
- Luggage will be sprayed with sanitizer before screening.
- Guests will enter the lobby only through the Door Frame Metal Detector (DFMD).
- Thermal screening will be done to check body temperature.
- Aarogya Setu App to be downloaded by all guests. (To be informed during reservation). The same to be checked after the guest enters.
- Guests will be guided towards an automated hand sanitizer machine.
- Guests will be guided to come through a proper demarcated area maintaining social distancing during check-in process at the reception desk.



CHECK IN

- Only one primary guest to be doing the check-in formalities
- Pre check in link will be shared on-line through mail / message. Guests to fill up all relevant details, sign and send before arrival.
- Guests will be briefed about the new policies relating to hygiene and safety during orientation of the hotel.
- Staff member taking the check-in, will wear appropriate PPE – Face mask, Face Shield, Disposable Gloves and maintain social distancing.
- The front desk has been equipped with protective screens for safety.
- All guests are mandated to sign a self-declaration form containing details about their travel history and health checks.
- All guest room keys are sanitized and are given to the guest in a contact-less manner.
All guests are mandated to sign a self-declaration form containing details about their travel history and health checks. 9 All guest stationery like pens used at the front desk are sanitized after every use.



DEPARTURE PROCESS

- We encouraged online bill payments.
- Luggage assistance will be available on request.