



HRH Group of Hotels

Pandemic Protocols



PLAN



PROTECT



DISTANCE



DISINFECT



DIGITISE



REPORT

In the current pandemic scenario our top priority continues to be the health and safety of all our guests and team members.

A set of carefully formulated standards of procedures have been developed by us in line with the guidelines issued by the Ministry of Health & Family Welfare (MoHFW), World Health Organization (WHO) and Food Safety and Standards Authority of India (FSSAI).

All our staff members have been equipped with masks, gloves, face shields and PPE where necessary. They have been trained for minimal contact and communication while serving guests and will be maintaining a 2-meter distance from both guests and each other. They will also be washing and sanitizing their hands hourly.

Alcohol based sanitizer and swabs will be available throughout the hotel for guests, which will be carefully monitored and replenished regularly.



PRE-ARRIVAL RESERVATION

When guests make a reservation, they will receive pre-arrival communication for contact-less check-in along with instructions on safety and hygiene protocols to be followed during their stay.



AIRPORT PICK-UP

The vehicle will be sanitized before and after each journey.

The chauffeur will be equipped with protective gear such as mask and gloves.

Only 2 passenger will be permitted per vehicle, they will be seated at the back. If a family is travelling together, seating arrangement will be as per their discretion.

Sanitizers, masks, disinfecting wet wipes and water will be available in the car.

All luggage will be sprayed with disinfectant before loading.

Only need-based conversation with the chauffeur is advocated.



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CHECK-IN AT THE FRONT OFFICE

Guests will be given a self-park option for cars with designated slots.

If not wearing a mask, they will be provided one.

Mandatory thermal scanning at the hotel entrance.

Guests running a temperature of more than 98.6° F will be requested to return or directed to the closest medical facility.

Contactless check-in option will be given to guests.

Each guest will be provided a self-reporting form to complete, with details of travel history and medical condition along with their IDs. Guests to be informed that the details collected will be passed on to local authorities.

An immunity-boosting wellness drink will be offered to guests on arrival.

Stickers are being placed on the floor at the reception at 6 feet intervals to ensure social distancing.

All baggage will be sanitized.

Baggage trolley will be sanitized on an hourly basis.

Guests will be provided sanitizers, paper, envelopes, room key, a copy of SOPs (all sanitized) and swabs to clean their phones and/or credit cards.

Guests will be briefed about the dos & don'ts to follow while at the hotel.

The option of whether guests want to be escorted to their rooms or not will be left to their discretion.

Rooms will be kept ready to avoid any crowding at the reception.

The Aarogya Setu mobile application survey will be recommended to all guests.

E-papers will be made available to guests through WhatsApp.

If a guest is sneezing or coughing without temperature, medical assistance will be offered and their health condition will be monitored from a distance and through frequent telephonic contact.

The reception will be deep cleaned with disinfectant on arrival of a guest showing above symptoms.

If their illness persists:

The Corona helpline number to be contacted • Guest's room will be locked • The entire floor and common areas including reception to be deep cleaned and fumigated • Guest's linen will be washed separately • In case the affected guest flees or is untraceable police to be informed immediately.



POOLSIDE PROTOCOL

Body temperature will be checked before being allowed to enter the pool.

Lifeguard will wear a mask and gloves.



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RESTAURANT & BAR

Restaurant will be cleaned and sanitized before opening and between each service.

Sanitizers and swabs will be provided to guests.

Guests will be informed that they should arrive at the restaurant only when their table is available to avoid crowding.

The restaurant and bar tables will be laid out ensuring social distancing norms are met.

Pre-packed condiments will be provided.

A small paper pouch will be given to the guest for their belongings such as mask and phone.

The bar will not be operational until we receive further directives from the government.

Guests to make digital payments as far as possible.



IN-ROOM DINING

Digital menus will be provided to guests.

Covered cutlery and crockery will be provided.

Sanitized trolleys will be used to serve meals to guests to ensure social distancing between the Food & Beverage Associate and the guest.

The Food & Beverage Associate will remove the cloche or sanitized covering and allow the guest to wheel the trolley in after signing the bill.

All in-room service and clearance will be done from outside the guest's door.

All cash, bills and pens will be sterilized before being presented to the guest.

Guests to make digital payments as far as possible.



SPA

Daily health checks to be done by in-house clinic for all spa and salon team members.

Limited services will be available for 6 months (no facials, close contact scrubs, massages and wraps).

Treatment rooms, especially touch points and equipment will be sanitized before and after each treatment.

Extensive hand-sanitization of team members before and after treatments.

Therapists will be gloved when providing treatments.

Closure of steam and sauna till further update.



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HOUSEKEEPING OPERATIONS

All surfaces such as desks and tables and objects such as telephones and keyboards will be regularly wiped with disinfectant.

Guest room will be cleaned daily with an option for the guest to opt out of this service.

Linen will be changed as per guest's request.

Housekeeping staff will wear PPE while cleaning.

Alternate rooms will be allocated along with a 24-hour cooling off period.

Awareness and emergency posters will be placed inside the rooms.

Special attention will be paid towards the sanitization of glassware in the room.

Doorknobs and handles will be regularly cleaned with detergent and water.



LAUNDRY

The Laundry machines, floors, trolleys and baskets will be sanitized before and after operations with sodium hypochlorite.

Protocols for disinfecting, washing and drying using the Clax Xcellence® series to be followed.



CHECK-OUT PROTOCOL

Guests to be requested to share their check-out plans in advance so bills can be kept ready.

Guests to be requested that they come to the reception for check-out only once confirmation is given by the reception.

Guests to e-check-out and make digital payments as far as possible.

A separate check-out area to be created if a large number of guests are leaving simultaneously.

Request guests to give feedback on the online comment card.

