Pre-Booking / Booking
Safety and Hygiene measures implemented by the hotel and the same to be followed by the guests will be communicated through website, emails and WhatsApp.

Guests ID details and online payment details will be collected before arrival.
Arrival By Air
Disinfected pick-up car will be sent to airport/railway stations.

The car will have a see-through partition between the front and back passenger rows.

The driver will wear mask + gloves all the time.

The driver will sanitise the baggage before loading.

Guest should use the hand sanitiser provided in the car.

Guest should seat herself diagonally behind the driver.

No papers/water bottles/towels will be provided.

The driver will maintain social distancing at all times.
Arrival By Road
Upon entering the premises, the guest will be guided to the self-parking area at the security point.

Guest self-parking is mandatory for all.

Physically challenged drivers can park at the designated parking slot.
At Portico
A non-contact thermal screening will be done for the guest.

Guest will sanitise their hands.

Baggage will be separately sanitised and taken to the room.
At Check-in
A see-through partition on the counter between the guest and the front desk staff installed.

Single signature / contactless check-in process has been introduced.

Staff will carry the sanitised keycard to the room.

Alternate rooms will be allotted with sufficient cooling-off period between each check-in.
At Lobby
New decongested seating arrangements made at the lobby.

Hygiene butler will disinfect the lift and lift buttons after every use.

Guest will wait for the lift at the marked area.

Guest will stand inside the lift at the marked area.

No more than four persons will be allowed at a time in the lift.
In-Room
The room will be thoroughly disinfected before check-in.

Special care for telephones, remote controls, switchboards, chairs and table surfaces.

Only disinfected bed linens will be used.

No printed menu cards and other stationery will be provided.

QR code-based menu will be made available to the guest’s handheld device.

The minibar will be stocked only after checking into the room.

Newspaper delivery remains suspended.

Sanitising wipes available on request for guest to sanitise their devices.

Room service dining trolley will be placed outside the room.

Guests to place the same outside after consuming the food.

In the bathroom, one sanitised bath towel will be provided.

Only the body and hair wash dispensers will be provided.

All other amenities will be made available only on request.

Housekeeping service will not be provided during the period of stay.

All the housekeeping staff will wear face shields, masks and gloves at all times.
In Restaurant / Bar
Guest will sanitise their hands at the entrance.

Tables have been placed as per the social distancing protocol.

Stewards will wear a mask, face shield and gloves at all times.

No buffet service at the restaurants.

QR code-based menu will be made available to the guest’s handheld device.

Disinfected and sterilised crockery and cutlery to be used.

Bill to be charged to the room.

The non-room guest bill will be sent to their mobile and payment to be made online.

Tables and floors will be sanitised frequently.
Laundry
Guest will inform the laundry desk, collect the clothes in the bag and leave it outside the room.

The laundered clothes will be handed back in a sanitised bag and left outside the room.

All the laundry staff will wear PPE during work.
Banquets
Social distancing signboards and markers to be provided at the corridor.

Hand sanitisers at the entrance of the halls.

Seatings arranged as per the social distancing protocol.

Guests to wear masks at all times.
Gym / Pool / Spa

Will not be operational until further notice from Government.
Check-out
Bills will be posted by email to the guest.

Payment to be made online by the guest.

All card payments will be made after the sanitisation of the card.

Cash payment will not be encouraged.
General Care
Arogya Setu app made mandatory for the staff.

All the staff will be thermal temperature screened daily upon arrival.

Only the staff from the green zone will be allowed for duty.

All the staff have been educated and trained on the new safety and hygiene standards.

Guest area staff will wear mask and face shields at all times.

Specially trained Hygiene Butlers to keep sanitising and disinfecting the common areas frequently.

Separate colour coded cleaning materials for wet and dry areas provided.

Hand sanitisers stationed at easy to access strategic points.
To know more, please call

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To download the docket, please visit
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