Sterling CARES for Nature Trails – FAQ

1. What measures are being taken to ensure a minimal contact service?
   - Pre-collection of government approved ID of guests for minimal-contact check-in
   - Self-handling of baggage to ensure reduced contact
   - Fixed entry timings in the resort to ensure guest safety
   - Buffets will be served by the staff equipped with gloves and masks
   - Tables in the restaurant set as per social distancing norms
   - Room cleaning prior to check-in and post check-out to reduce contact
   - Outdoor activities like trekking, nature walks, hiking, zip-lining, kayaking, rafting, rappelling etc., will be conducted in small numbers maintaining norms of social distancing
   - Temporary unavailability of swimming pool and indoor activities

2. How is my safety ensured?

   - Temperature checks every time a guest/employee/vendor enters the resort
   - Asking all the guests to fill a self-declaration form with travel history on arrival at the resort
   - Everyone to wear masks in public areas at all times
   - Sanitization of public areas with recommended cleaning agents twice in every shift

3. Are the resort employees safe & hygienic?

   Yes. Here’s how we have ensured this:
   - All our employees are trained and certified on Sterling CARES for Nature Trails program

- All employees are strictly screened every time they enter the resort
- All staff members follow strict safety and hygiene protocols at all times within the resort
- Sterling CARES champions present at every resort to ensure safety of the guests
- All staff members follow stringent social distancing guidelines
- Hands washed & sanitised before every room service

4. What hygienic measures are being taken in the kitchen?

   - Always follow government recommended hygiene and safety standards
   - Special focus on kitchen sanitization as per government standards
   - Only use authorized and contracted vendors
   - Associates always wear masks in the kitchen while handling food
   - Washing and sanitizing hands regularly - minimum once every hour
   - Restricted access to only authorised staff in the kitchen
   - No half-cooked or raw food served

5. What if I inadvertently arrive at the resort after 8 PM? Will I be allowed into the resort?

   While we would like you to reach before 8 PM, we will not deny entry if we are informed in advance.

6. If one of us is having temperature, will that person alone not be allowed entry in the resort or will our entire traveling party be disallowed entry?

   Since there is a possibility that the others may also be affected the whole group will have to be declined.

7. If we happen to have come through a red zone on the way to the resort - Will I be allowed into the resort? Will my entire traveling party be affected?

   Entry in the resort will be declined and since all the guests would have passed through the same area the entire group will have to be declined.

8. If I bring a driver along - will he be provided with boarding and lodging at the resort?

We do not operate a driver dormitory inside the resort. Kindly check with the Resort Front Desk to see if there are any options available outside the resort.

9. If we have not brought masks - will you provide us with the same?

   Masks are available for sale at the resort.

10. What types of masks will you have at your resort - reusable / use and throw? –

    We sell use & throw masks and you can contact the Front Desk for the same.

11. Can I have my friend who lives in your resort destination come over for a lunch with us at the resort?

    For the safety of our guests, we are not allowing visitors inside the resort.

12. What happens if one of us falls ill / displays some symptoms while we are at the resort?

    You may contact the Front Desk or our Sterling Cares Champions immediately and the appropriate protocols will be followed.

13. Do you have free Wi-Fi at your resorts?

    Our resorts are designed for sustainable tourism, in pristine surroundings with a bouquet of outdoor activities for you to enjoy adventure and appreciate nature. We do not have Wi-Fi facilities at our resorts to ensure you break free from your gadgets and enjoy the outdoors.

14. Will I be allowed to walk / run around the resort without a mask?

    We request all our guests to wear their masks when they are outside the room. This is for the safety of all our guests.

15. If I need to depart from the resort at 5 AM (before the resort gate opening time) - will I be allowed to leave?

    Yes, but please inform us in advance.