Niraamaya Safety Protocols

NIRAAMAYA

WELLNESS RETREATS

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A MESSAGE FROM OUR CEO

While the entire global community is currently going through testing times, I would like to reach out in hope that You, Your Family and Loved Ones are safe and healthy. I sincerely urge you to follow every protocol that the prominent government bodies and the WHO have put in place to tackle this pandemic so that we come out of this crisis smarter, better prepared, and far more resilient.

We, at Niraamaya have always maintained the highest industry standards of service and hygiene which is reflected in our guest comments and TripAdvisor rankings. We have gone several steps ahead in implementing even more stringent measures.

The well-being of our guests and associates is of paramount importance to us and considering the COVID-19 outbreak, all our retreats have deployed measures and enhanced our high standards of service and hygiene. I would like to take this opportunity to share how we have utilized this time to make your travel to our retreats a lot safer whenever you decide to stay with us.

I once again extend my warm wishes to you and your family. We thank you for your continued support and look forward to welcoming you soon at Niraamaya Wellness Retreats.

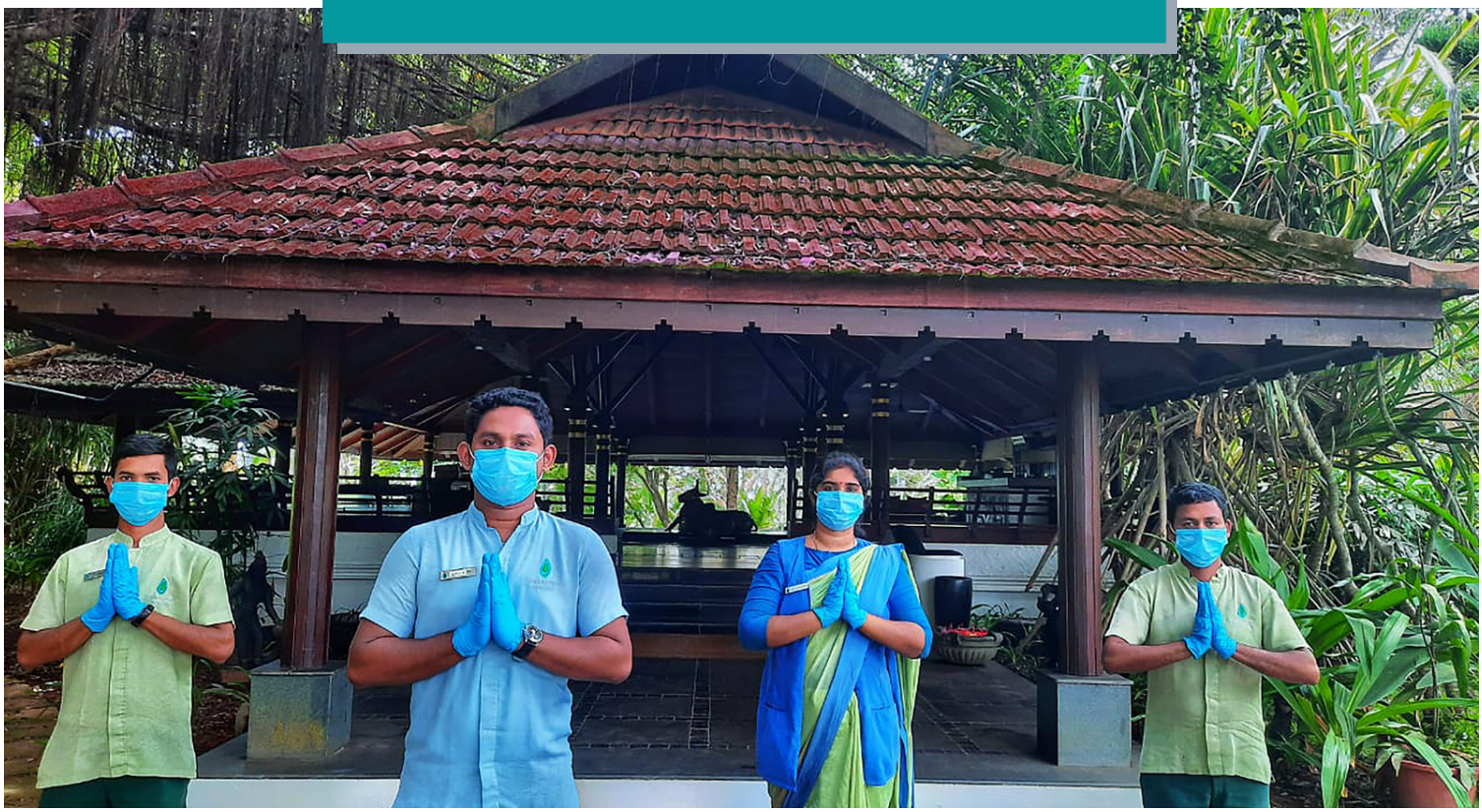
Yours Sincerely,

Manu Rishi Guptha
CEO - Niraamaya Wellness Retreats

SAFETY MEASURES

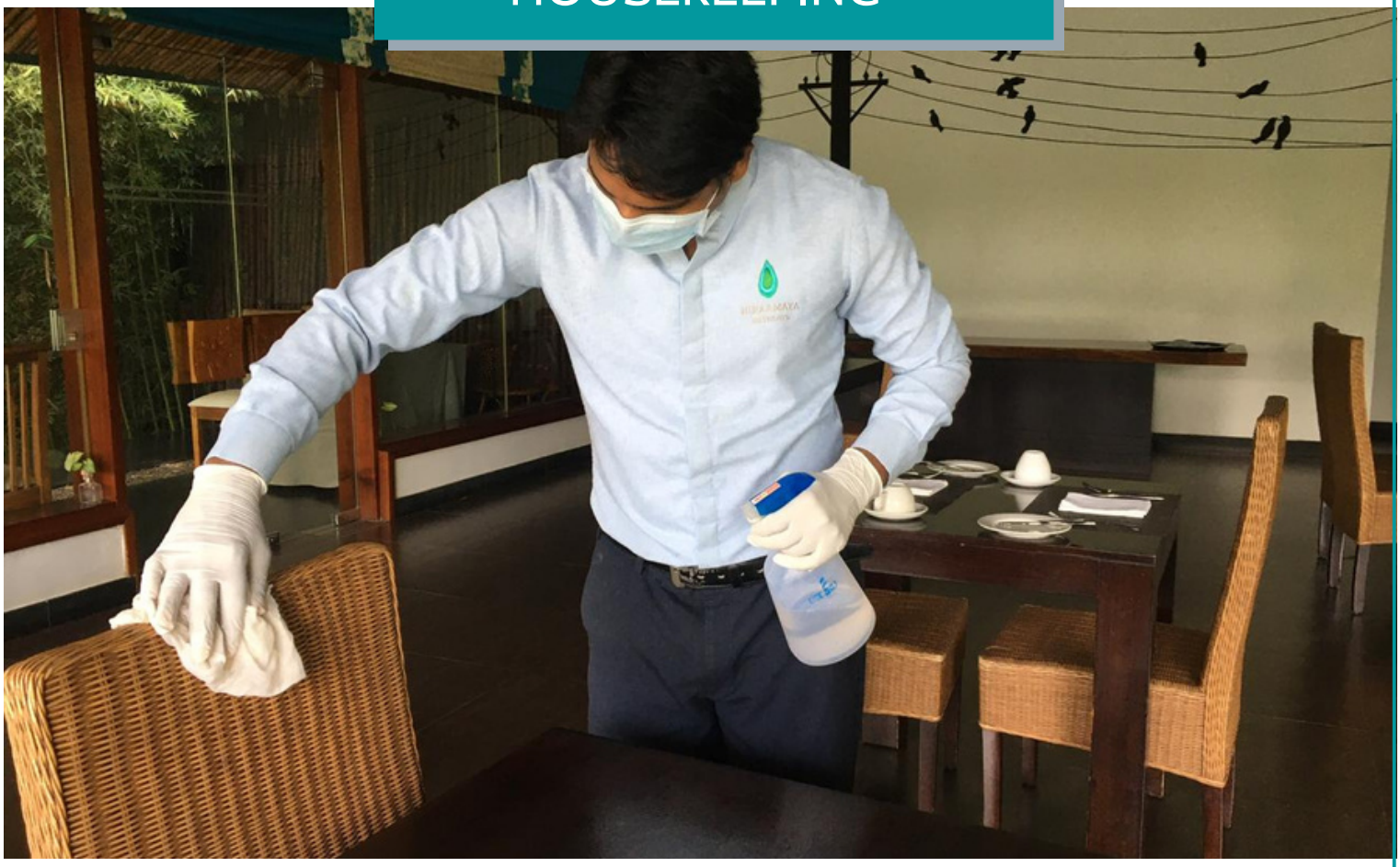
- Frequently used touch surfaces like door handles, keys, counter-tops, tabletops, railings are cleaned every two hours using a disinfectant. These processes are also in place in guest rooms during all housekeeping services.
- The retreats are disinfected with professionally identified chemicals across all entrances and exits as well as various public areas.
- Mandatory procedures are in place for staff in the kitchens, restaurants, and in-room dining to sanitize their hands every time they serve food or touch food-related items. This is monitored by senior HODs in the respective areas.
- Detailed cleaning checklist and the use of professionally identified high grade tested chemicals and agents is utilized for all areas including laundry.
- All supplies and materials are sanitized before being admitted into the retreat premises.
- Alcohol based hand sanitizers are in place in all guest rooms and in all public spaces.
- Our vehicles are disinfected after each use and sanitizers as well as masks are available for guest use.
- Restaurants and seating in the lobby have been reconfigured to ensure that social distances are maintained between guests.
- Temperature readings of non-resident guests are taken at the entrance of the retreat. Temperature readings of resident guests and team members are also taken once a day. An in-house doctor is available for all consultations.
- Retreat linen are disinfected with high-grade fibre friendly chemicals and heat application procedures.
- A guest check-in self-declaration form is in place which covers COVID-19 symptoms. Any guest who indicates these symptoms is required to undergo a medical examination prior to check-in.
- If any of the parameters for our guests or colleagues are not normal, a medical examination and medical assistance are provided immediately.
- Professional agencies and doctors are on standby for sanitization of all areas should there be anyone detected with a positive sign of COVID-19.
- Detailed Standard Operating Procedures are in place in case of a positive COVID-19 diagnosis where a guest or a colleague needs to be quarantined.

ARRIVAL EXPERIENCE



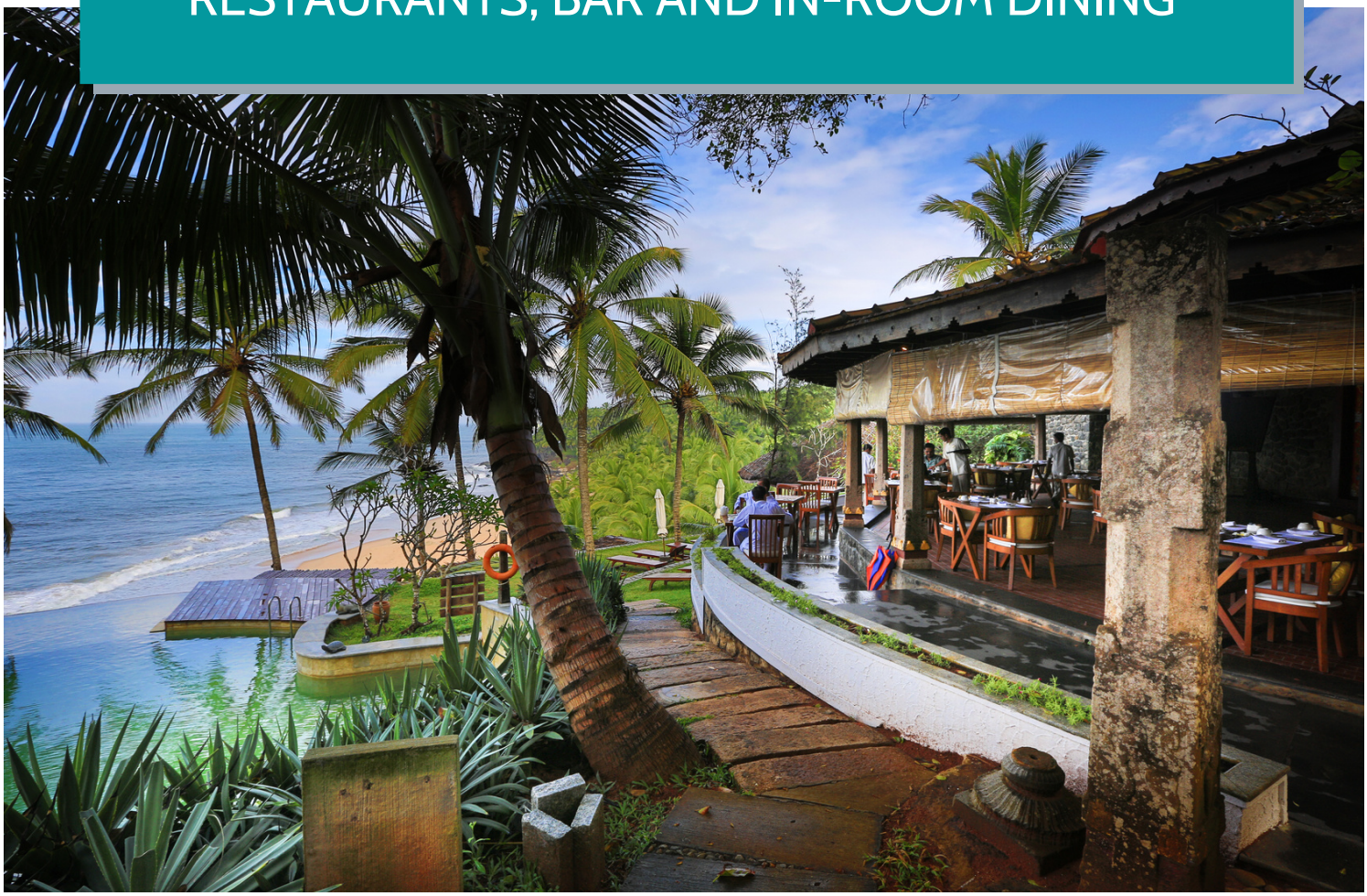
- Cars owned by our retreats are equipped with sanitizing products for your use and are thoroughly disinfected internally and externally before and after every guest transfer.
- Chauffeurs will wear face masks and disposable gloves during pick and drop.
- Staff will greet guests with folded hands (Namaskaram), while maintaining social distance, with no physical contact.
- Hand sanitizers/disinfectant wipes and disposable masks are available at the entrance of the lobby.
- All guests will undergo temperature checks before entering the retreat. Guests running a temperature of more than 99°F will be met by a retreat doctor to provide medical assistance and advise further course of action.
- Any visitors with a temperature of more than 99°F will not be permitted to enter the retreat.
- Face masks will be mandatory across the retreat.
- Every baggage is sanitized on arrival.

HOUSEKEEPING



- Rigorous cleaning and sanitization of all touch points in the lobby and other public areas.
- Hand sanitizers are available at the front office, restaurants and guest rooms.
- Unused room linen and bath linen are sent to the laundry for re-sanitization on departure.
- Deep cleaning of rooms are done with extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen are sent to the laundry for cleaning after each guest departure.
- Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture are deep cleaned after every departure.
- Glassware in the rooms are washed in the dishwasher at high temperatures of 80°C.

RESTAURANTS, BAR AND IN-ROOM DINING



- Restaurant seating has been reconfigured to ensure social distance.
- Staff will wear disposable gloves and face masks.
- Entrance doors will be left open during meal periods. If the door needs to be kept shut, assistance will be offered so guests do not have to touch handles.
- All tables and chairs are sanitized before and after every meal period and after every guest use.
- Equipment such a coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes are being sanitized after every use or on a frequent basis.
- In-room dining trolleys and warmers are cleaned and thoroughly disinfected after every use.
- All menus are sanitized before and after each use.

KITCHEN

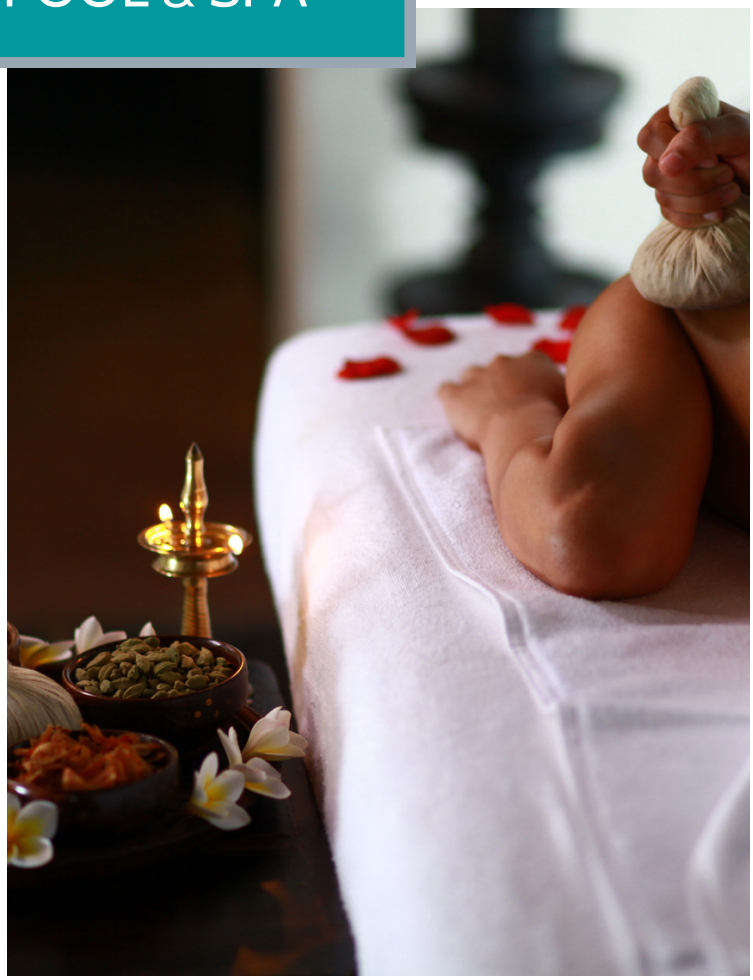
- All kitchen staff will enter the kitchen in disinfected fresh uniforms, hair nets, chef caps and aprons. On each occasion they will wash their hands as per mandated procedure prior to entering the kitchen.

- Kitchen staff will wear face masks and gloves at all times while cooking (not at the hot cooking range).

- All fruits and vegetables are washed as per mandated procedures by accredited certification bodies.

- All grocery are disinfected and kept in proper storage as per production protocols. Meat, poultry and seafood are also thoroughly washed and sanitized as per government regulated norms.

SWIMMING POOL & SPA



- Chlorination of the pool are done at regular intervals.
- Hand rails and pool beds are disinfected after each guest use.
- Lounge towels are changed and pool loungers are sanitized after each guest use.
- Pool furniture has been reconfigured to ensure social distance.
- There would be a restriction on the number of guest allowed in the swimming pool at any given time.
- All Spa therapists will use the mask and conduct a small demonstration on hygiene measures before commencement of the massage or therapy.
- Spa bathrooms are thoroughly sanitized after every guest use.
- Spa beds are thoroughly sanitized after every guest use.

MATERIALS & LAUNDRY

- All material, boxes, crates, sealed packets and trolleys are sanitized with disinfectant.
- All suppliers/vendors will follow recognized food safety standards as accredited by reputed certification bodies to ensure safe manufacturing, handling and delivery practices.
- Outside vehicles are allowed inside the retreat premises after thorough sanitization.
- Body temperature are checked for the driver, delivery or loading personnel at the retreat entrance before they are permitted within the premises.
- All laundry hangers, laundry bags, baskets and basket liners are sanitized before and after laundry delivery.

NIRAAMAYA

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We look forward to welcoming you back

www.niraamaya.com

+080 4510 4510 | +91 63641 23461