

WONDERLA RESORT SAFETY GUIDELINES



Your safety and well-being are our top priorities. We request you to kindly cooperate with us and enable us to serve you while adhering to the Government Guidelines to contain the spread of COVID-19. It has been and will be our continuous endeavour to assure you our best services and your safety, while you have a memorable experience at our resort.



MANDATORY AS PER LATEST GOVERNMENT GUIDELINES

- Adherence to all Government Guidelines pertaining to COVID-19
- Use of Arogya Setu App is recommended for all Guests and Staff.
- Wearing a face mask fully covering the mouth and nose.
- Maintaining physical distancing of at least 6 feet.
- As per the Guidelines, persons above 65 years of age, persons with co-morbidities, pregnant women and children below the age of 10, are advised to stay at home except for essential and health purposes.



PRE-BOOKING AND CHECK-IN

- Bookings for rooms will be made online prior to the guest's arrival.
- Booking Procedure – Guest is requested to forward their ID proof to resort.blr@wonderla.com before check-in.
- Guest information will be available with the Front Office staff before check-in. They will verify the guest details and allot a room accordingly.
- Guest is required to submit a self-declaration as per the approved format.
- Magazines, newspapers and other reading materials will not be available.
- Rooms will be kept ready before guest arrival to prevent any overcrowding at the lobby.
- Lobby floor markings will aid in maintaining physical distance of 2 meters.



UPON ARRIVAL

- It is mandatory for the guest to wear face mask covering their mouth and nose at all times.
- Before you enter the resort, a Green Status on your Arogya Setu App is compulsory.
- Our staff will spray liquid disinfectant on the luggage in the car trunk before offloading to the trolley.
- Resort uses disinfected vehicles for pick and drop facility. 1% Sodium Hypochlorite concentration liquid is used to disinfect the vehicles.
- Guests can walk to the reception after their temperature is checked and recorded at the entrance. Any guest with a body temperature of 37 °C / 99 °F will not be permitted entry. Any guest having cold, cough or difficulty in breathing is requested to seek medical advice or dial 14410 (Apthamitra Helpline).
- After verifying the guest's ID and checking the Arogya Setu App, the guest will be handed over a sanitised key card.
- Hand sanitisers will be placed at strategic locations for guests to use.
- Valet parking service will not be available.
- Gym/Swimming Pool/Activity Rooms will remain closed. Same will re-open as per Govt. directions.
- Number of guests using elevators will be restricted to 50% of its capacity. Guests are encouraged to use stairs.



ABOUT YOUR ROOM

- As recommended by Government, we will be sanitising all high-touch points (with WHO-approved Virex II 256) like Door Handles, Safety Latch, Peep Hole, Faucet & Toilet Handle, Light Switches, Telephone, Remote Controls, Television and all Furniture.
- Our priority is to keep the guest safe. Over and above the Government Guidelines, your entire room will be sanitised (Bedroom, Bathroom, Wardrobes and Linens) before you check-in.
- As per CPWD guidelines, temperature setting of all air-conditioned rooms to be in the 24-30°C range.
- Room linen will be changed after every check out. In case of long stay, it will be changed on guest request.
- Room amenities will be provided on request.
- Visitors of guests staying in the Resort will not be allowed inside the room.
- The staff is trained to address any trouble arising in the room over a call. In case it remains unre solved, the staff will enter the room with permission only.



DINING

- Only 50% of dining capacity will be utilised to prevent overcrowding.
- Buffet system has been stopped. Ala Carte services are available.
- All tables and chairs are arranged at least 1 meter apart and as mandated by the Government, table cloth / cloth napkins will not be provided.
- Tables will be blocked on prior reservation as per time slots. Used table will not be allotted to other guests until it is sanitised with approved disinfectant.
- Parcel / Takeaway service will be available at all times.
- Contactless Menu (with QR Code Scanning option or Menu shared through WhatsApp) will be available to order food items of your choice.
- For payment, contactless options like QR Code or Debit/Credit Card options are available. If required, payment link can also be sent.
- Cashiers disinfect their hands with sanitisers after every bill settlement.
- Liquor will not be served and Redice Bar remains closed. Bar operations will resume subject to Government directions.
- Guests are encouraged to use room service for F&B. Our staff is trained for contactless service.



KEY POINTS

- All items/raw materials (including fruits and vegetables) are sanitised during procurement and thereon all fruits, vegetables, cutlery, crockery, chopping boards, knives are cleaned with a chlorine-based sanitising tablet (Suma Tab) before use.
- All areas of the kitchen including utensils, dispensers and food contact surfaces are sanitised with a concentrated liquid detergent sanitiser (Suma Bac).
- Strict adherence to the norms laid down by the FSSAI.



GENERAL AREAS

- Floor and high-touch surfaces such as Door Handles, Railings, Switches and other touchpoints are sanitised with Virex II 256 (WHO-approved) at regular intervals.
- Toilets in public areas will be limited to a maximum of 3 guests at a time and will be sanitised at regular intervals.
- Fogging will be done in the evenings at all public areas in the Resort premises.
- We have implemented best-in-class cleaning procedures for all areas in addition to disinfecting guest touchpoints.
- Executive Housekeeper of the Resort is the Covid Co-ordinator for implementation of Covid-19 norms.



CHECKOUT

- Please inform the Reception at least 30 minutes in advance before you wish to check out.
- Front Office will share the proforma invoice with the guest on the E-mail ID as shared during Check-in.
- Guest can verify the bills and share his/her acceptance through a confirmation message.
- A link for payment will be sent by email to the guest to complete the transaction. The final invoice will be shared through email confirming the mode of payment received.
- A box will be placed at the reception counter for dropping the key card. It will be sanitised and collected by the Front Office.
- After the guest checks out, the room will be disinfected and quarantined for 48 hours before being allotted to the next guest.



STAFF

- Before entering the Resort premises, all staff members undergo a temperature check and the same is recorded.
- It is mandatory for all staff members to sanitise themselves before entering the Resort premises and to wear a face mask at all times.
- All staff members are trained to carry out safe and healthy sanitising procedures to ensure the safety of guests and other staff.
- Staff members have been provided accommodation within the Resort premises.



DOS AND DON'TS

- Please sanitise regularly. Although we have placed hand sanitisers at strategic locations in the public areas and inside the Amusement Park. We recommend you to kindly carry a pocket/ personal sanitiser and mask for your own safety.
- Spitting is strictly prohibited
- Guests are advised not to visit containment zones during the stay.
- Maintain a 6 feet distance at all times while using public areas.
- Avoid gathering in groups, do not shake hands with others.
- Dedicated floor markings have been placed for your guidance on physical distancing.
- Please pay attention to the various communication materials displayed at the Resort about various advisories and follow them.
- During your stay, all guests are requested to strictly follow the hygiene and sanitisation protocols.

Your Safety Is Our Priority.
With All These Precautions Being Taken,
We Wish Your Stay Will Be Enjoyable And Worry-free.