

Niraamaya Safety Document



NIRAAMAYA
WELLNESS RETREATS

A photograph of a traditional thatched-roof hut, possibly a beach hut, with orange patterned curtains tied back. A wooden chair with a light-colored cushion sits on a wooden platform in front of the hut. Two small lanterns are lit on the platform. The scene is set against a clear blue sky at dusk, with a palm tree trunk visible behind the hut. The foreground shows a grassy area and a body of water.

relax.rejuvenate.rejoice

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 has 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,

A handwritten signature in blue ink, which appears to read 'Manu Rishi Guptha'. The signature is stylized with a large initial 'M' and a cursive script.

Manu Rishi Guptha

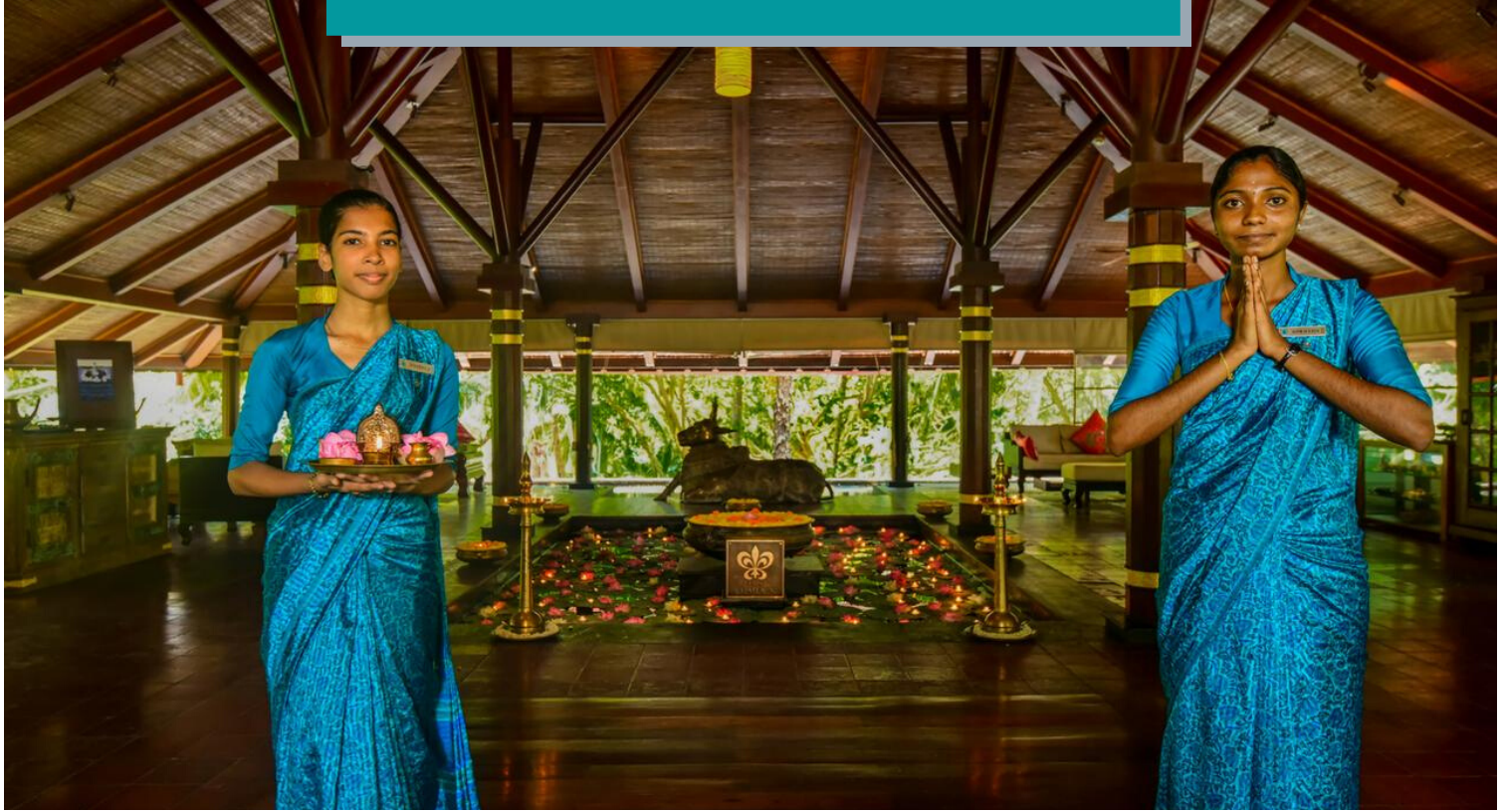
CEO - Niraamaya Wellness Retreats



SAFETY MEASURES

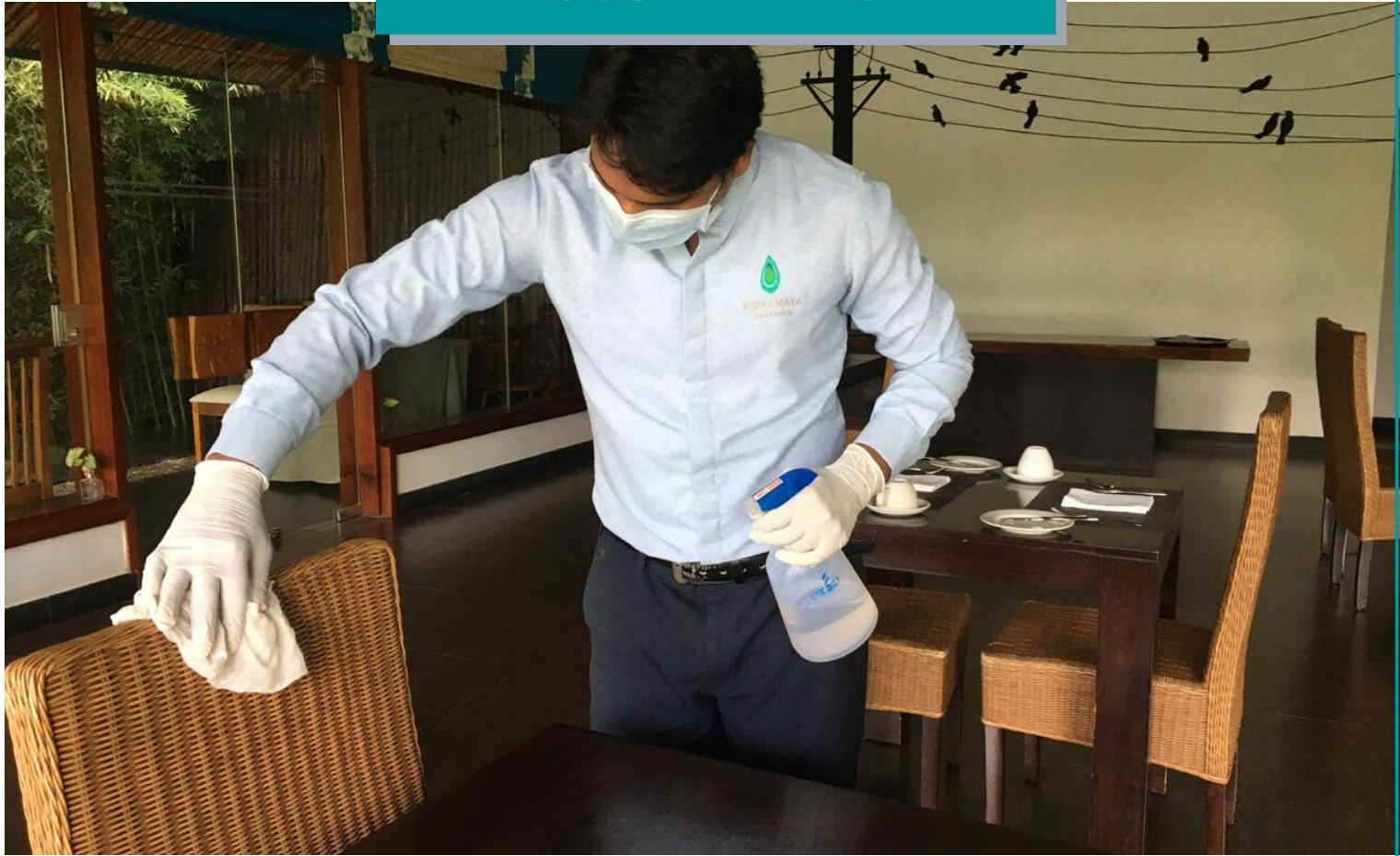
- Frequently used touch surfaces like door handles, keys, counter-tops, tabletops, railings are cleaned continuously using a disinfectant. These processes are also in place in guest rooms during all housekeeping services.
- The retreats are being disinfected with professionally identified chemicals across 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 being 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 safe 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 is being 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



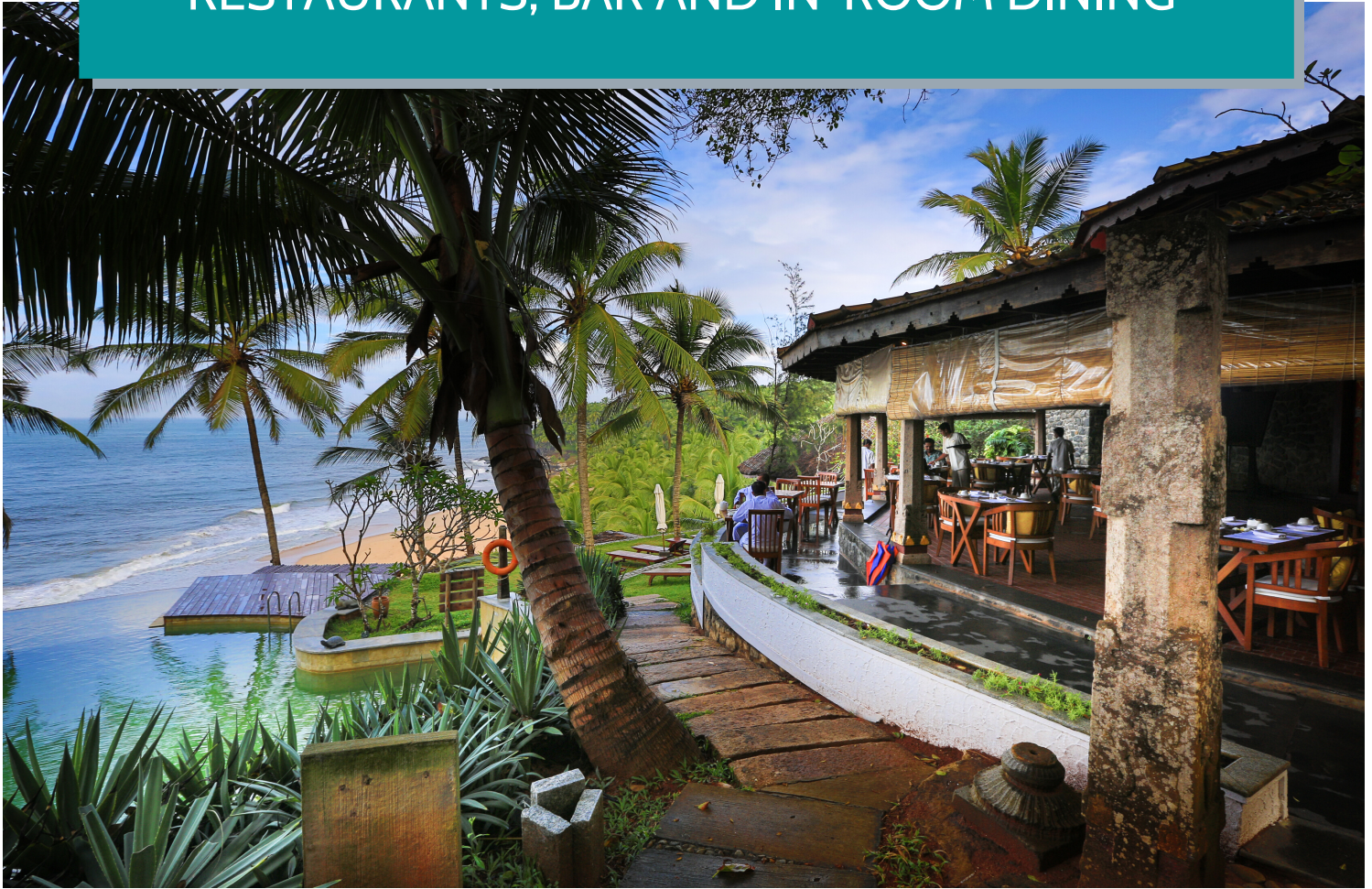
- Cars owned by our retreats are equipped with sanitizing products for your use and are thoroughly disinfected internally and externally before and after every guest transfer.
- Chauffeurs will wear face masks and disposable gloves during pick and drop.
- Staff will greet guests with folded hands (Namaskaram), while maintaining a safe distance, with no physical contact.
- Hand sanitizers/disinfectant wipes and disposable masks will be 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 will be sanitized on arrival.

HOUSEKEEPING



- There will be rigorous cleaning and sanitization of all touch points in the lobby and other public areas.
- Hand sanitizers will be available at the front office, restaurants and guest rooms.
- Unused room linen and bath linen will be sent to the laundry for re-sanitization on departure.
- Deep cleaning of rooms will be 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 will be sent to the laundry for cleaning after each guest departure.
- Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture will be deep cleaned after every departure.
- In occupied rooms all used glassware will be washed in a dishwasher at high temperatures of 80°C. All the glassware in the room will also be washed in a dishwasher using the same process and will be placed in the room, prior to check-in.

RESTAURANTS, BAR AND IN-ROOM DINING



- Restaurant seating has been reconfigured to ensure safe 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 will be sanitized before and after every meal period and after every guest use.
- Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes will be sanitized after every use or on a frequent basis.
- In-room dining trolleys and warmers will be cleaned and thoroughly disinfected after every use.
- All menus will be 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 will be washed as per mandated procedures by accredited certification bodies.
- All grocery will be disinfected and kept in proper storage as per production protocols. Meat, poultry and seafood will also be thoroughly washed and sanitized as per government regulated norms.

SWIMMING POOL & SPA



- Chlorination of the pool will be done at regular intervals.
- Hand rails and pool beds will be disinfected after each guest use.
- Lounge towels will be changed and pool loungers will be sanitized after each guest use.
- Pool furniture has been reconfigured to ensure safe 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 will be thoroughly sanitized after every guest use.
- Spa beds will be thoroughly sanitized after every guest use.

MATERIALS & LAUNDRY



- All material, boxes, crates, sealed packets and trolleys will be 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 will be allowed inside the retreat premises after thorough sanitization.
- Body temperature will be 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 will be sanitized before and after laundry delivery.





NIRAAMAYA
WELLNESS RETREATS

We look forward to welcoming you back