

Adapting Measures for a Safe and Hygienic Experience for Guests

The Pride Safety Assurance



What is the Pride Safety Assurance?

The Pride Safety Assurance is an initiative launched by the Pride Group of Hotels to ensure that we are equipped with the resources and are aware of the required information and details to re-open our doors for our valuable guests. **This assurance covers hygiene guidelines, booking policies as well as precautions to be taken by guests and staff** to ensure safety and flexibility.



What is the Purpose of the Pride Safety Assurance?

We want to **assist our partners and ensure that they rise back strongly** from this setback by following the standard guidelines with respect to safety and hygiene in order to assure guests about the safety that our hotels are safe for them to book.



Why does the Pride Safety Assurance initiative matter?

The hospitality industry has been hugely affected by the coronavirus pandemic and the need for a safe environment is of utmost priority. Pride Group of Hotels has **launched the Pride Safety Assurance initiative to follow the Standard Operating Procedures (SOPs) across all their hotels** in order to create a safe and hygienic environment for the guests. With travelers being extremely thoughtful about their accommodation, the need for safety of staff and stays that are well-sanitised and disinfected is very important.

Necessary Equipment Used by Pride to Combat COVID-19

Personal Protective Equipment



Alcohol-based hand-sanitiser



Temperature check via thermal
gun thermometer



Rubber and disposable
hand gloves



Face masks (3 per person)

Essential Supplies for Cleaning



Disposable duster and cloth



Bleach, 1% sodium hypochlorite
and ethyl alcohol



Disposable disinfectant
wipes



Sprays and phenyl disinfectants

Comprehensive Guidelines for the Staff

Our team collaborated with various medical and industry experts and formulated the following guidelines -

1. Pre-cleaning measures
2. General cleaning guidelines
3. Cleaning checklist (Before, On Arrival and Post Checkout)
4. Guidelines for serving guests
5. Safety kits for various service providers



A Note From our In-house Team On COVID-19

It is **vital to safeguard the health and well-being of the housekeeping staff** as they are the first ones to access the hotel rooms in order to clean it after the previous guests have vacated it. Each member needs to be trained and educated about the spread of the virus and ways to keep themselves protected. **Staff members who show any symptoms of COVID-19** should be asked to self-quarantine themselves and **not be allowed to work**, until their health recovers. It should be mandatory for all the staff members to have the Aarogya Setu application installed in their phones.



Pre-Cleaning Measures All Cleaners Must Follow



Wash hands thoroughly with soap and water



Monitor temperature twice daily (Below 99.1F)



If unwell, report to the team manager and see a doctor



Keep the toilets dry and clean. Flush immediately after every use



Keep the rooms and all other spaces clean, well-ventilated and pest-free



Wear disposable gloves and masks at all times in public



Use disposable tissues while coughing and sneezing



Wear gloves while carrying out cleaning and sanitisation



Refrain from touching face and eyes with unwashed hands



Disinfect phone with a suitable moist soap or disinfectant

Disinfect High-Touch Points Frequently and Thoroughly



Doorknobs, handles,
lockboxes and keys



Disinfect all cleaning supplies,
soaps and shampoos



Cleaning of electronics
and any other appliances



Stair railings and outdoor
porch railings



Windowsills, pulls and
handles



Indoor trash bins to be
disinfected



Remote controls of AC,
Television, etc.



Kitchen sink, cabinets,
utensils and stove



Cabinet pulls, knobs
and drawers



Switches, fan pull chains
and other frequently touched
objects

What is the Proper Way to Sanitise?

Many surfaces in the hotels require proper sanitization after which the contamination reduces and those surfaces become reasonably safe. Sanitisers kill 99.9% off all known bacteria, viruses and fungi. So, ensure that the alcohol content of the sanitiser must be at least 60% for it to be effective, against coronavirus. However, certain surfaces in the hotels are subjected to more contact, for which sanitisation is not enough and that is when disinfection is required.

How is Disinfecting Done?

Disinfection involves a process that is designed to kill all pathogenic micro-organisms. In the current scenario, the best approach is to replace all the cleaning products with WHO-approved and EPA-approved disinfectant solutions which are safe to be used against coronavirus. Ensure that the cleaner knows how long the product needs to sit on various surfaces in order to be effective by following the instructions on the label.

Standard Guidelines for Serving Guests



Restrict the use of shared amenities like books, gaming zones and other common amenities



Temperature checks to be conducted before check-in



Serve packaged food and beverages in the room to avoid contact



Restrict the usage of pools



Have masks readily available



Ensure each guest has registered on the Aarogya Setu App



Encourage guests to frequently wash hands

Recommended Safety Measures for Service Providers (Vendors)



Usage of alcohol-based hand sanitiser



Temperature check via thermal gun thermometer



Protective eyewear



Rubber and disposable Hand Gloves



Usage of face masks



Mandatory to download the Aarogya Setu App

Updated Booking Policies

- ✓ Flexibility in cancellation and rescheduling of policies
- ✓ 24-hour window to be provided between consecutive bookings
- ✓ Restriction on the number of guests to enable social distancing
- ✓ Dedicated self-quarantine rooms
- ✓ Restriction on the room-wise rentals
- ✓ Free usage of kitchen
- ✓ Introduction of “book now, pay later” option for ease

A Message From Team Pride





“Many of our learnings that have been compiled here have come from our internal discussions and meetings including guest feedbacks as well as guidance from the industry peers. We are thankful to our team and the entire hospitality industry for coming together, at such a dynamic time, to prepare for these new standards in hospitality. As we move towards a new era of hospitality, we hope that the **Pride Safety Assurance** initiative is helpful. With our joint efforts, all of us should be able to thrive and flourish when we travel once again.”



Thank You - The Safety of our Staff and our Guests is our First Priority!

Pride Group of Hotels is a brand of home-grown luxury hotels & resorts across India.

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