

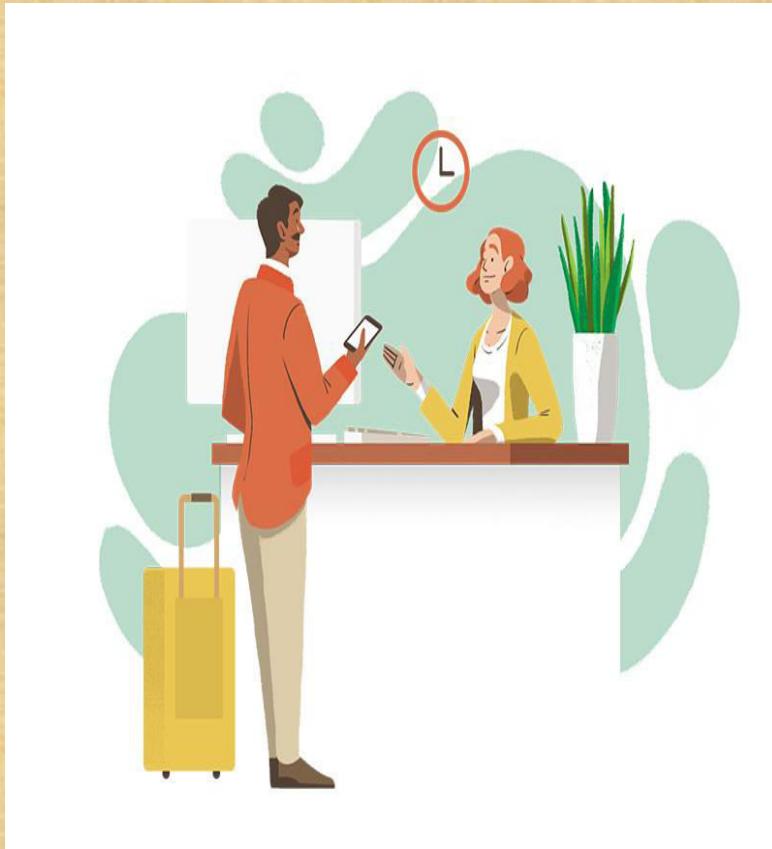


ADARSH HAMILTON

PROMOTING SAFETY



SAFETY FIRST @ ADARSH HAMILTON



- We have taken all possible measures in light of the COVID-19 pandemic to keep your stay safe & hygienic.
- **Pleased to inform you that we have not taken any quarantine bookings in this pandemic to keep our hotel COVID free.**

PRE - ARRIVAL



- Guest will be requested to share a digital copy of the photo identification prior to check-in for safety.
- Please go through our Welcome letter that placed in the room informs and prepares you for the new guidelines.
- The associate will highlight to the guest about changes in the service design and promote contactless service.

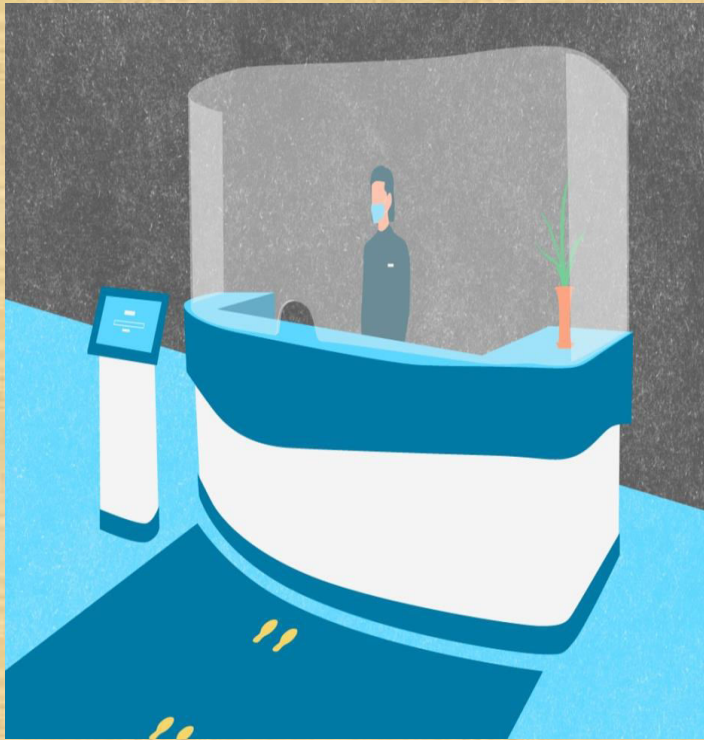
Guest Transport @ADARSH HAMILTON



- Sit diagonally opposite to the chauffeur in the back seat of the car to maintain social distancing.
- Request you to handle your own luggage as much as possible to minimize contact.
- Wear your mask at all times, specially while travelling in the cab.
- To keep you protected, the chauffeurs will wear all personal protective gear as part of their uniform.
- In order to minimize contact, our chauffeurs have been advised to keep conversations to a minimum.
- Our cars are disinfected on every arrival .

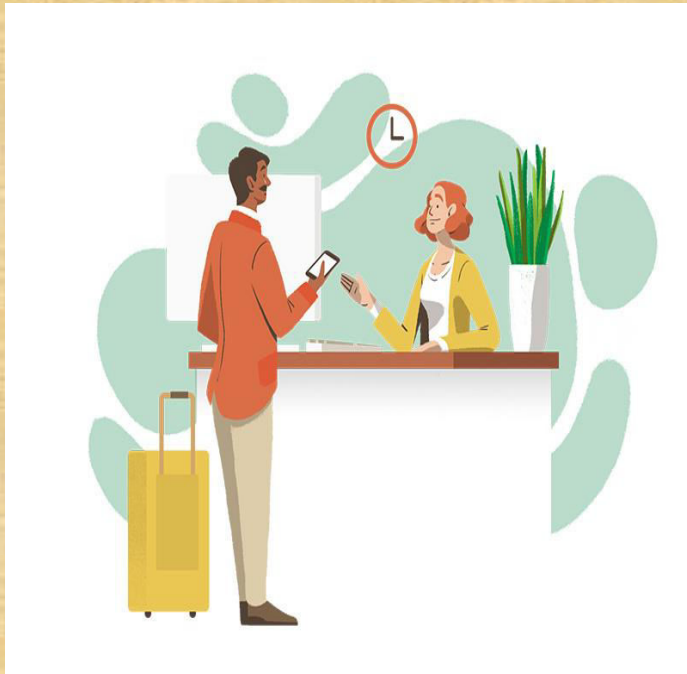
Welcome to ADARSH HAMILTON - Arrival

At The Entrance:



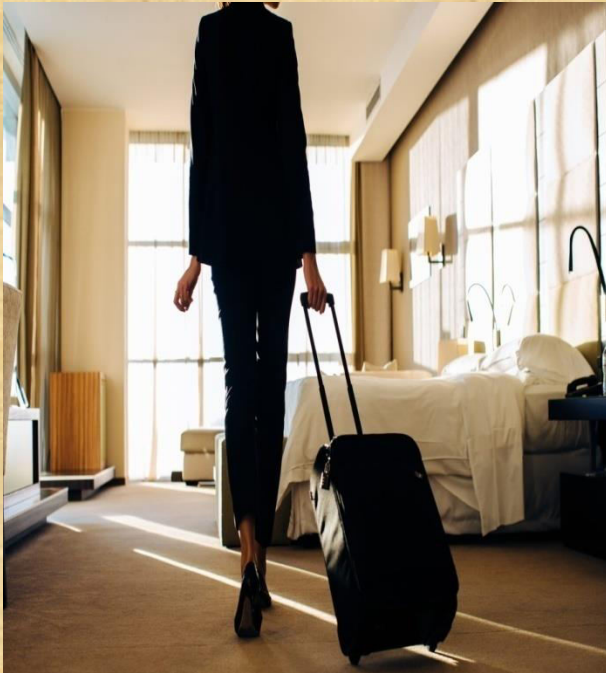
- Temperature check of all guests is mandatory before entering the hotel premises.
- Wear a face mask at all times when in the hotel.
- Welcome only by Namaste.
- Luggage will be disinfected.
- The porch will have a desk set up with the Hygiene & Safety kit.
- All associates will wear the prescribed Personal Protective Gear at all times.

Check - In



- Request you to maintain a social distance of 6 feet always.
- Make use of the online payment facility available at the front desk.
- To ensure social distancing and minimal contact we have temporarily suspended baggage assistance and room escorting. If you require baggage assistance, it will be brought in a disinfected trolley and left outside your allotted room.
- Photo identification will not be scanned if the copy has been shared digitally.

Guest Accommodation - Stay Safe



- All the frequently touched surfaces in the room are sanitized by our trained housekeeping team , The surfaces sanitized include door handles, minibar handle, TV remotes, chair handles, telephones, bathroom handles, shower handles, toilet seat covers, health faucet and wash basin tap and other surfaces in the room.
- All departure rooms will be thoroughly cleaned along with the steaming of sofas and curtains, tumble dry of all duvets, cushions and pillows. The rooms will be rested for a period of 24 hours before being allocated to the next guest.
- All guest laundry as well as room linen will be treated using enhanced wash cycles and anti-bacterial.
- Outside Food Vendors are not allowed to deliver.

Food & Beverage - ADARSH HAMILTON



- If the restaurant is overcrowded, we request you to wait in the room or have food delivered to the room.
- Before entering the restaurant, please use the sanitization station kept at the Hostess desk.
- Restaurant tables are set as per the guidelines & all tables are sanitized after & before every use.
- Our associates will maintain a two feet distance while taking orders and serving.
- If you'd like to use disposable cutlery, please ask for the same.
- We are avoiding buffets in order to ensure dining is a safe experience for all . The hotel will instead have a set menu for breakfast. Please inform our associate of your choice and we will serve your meal at the table.

Food & Beverage - ADARSH HAMILTON



In Room – Dining :

- To ensure a contactless dining experience, all in-room orders will be handed over at entrance of each room.
- Kindly excuse us if it takes longer than usual for your orders to reach the room as we have strict protocols to be followed for every delivery order.
- Once you complete your meal, we request you to leave the tray outside your room.
- Please Dial 3 to have the food trays cleared.

Fitness Centre - ADARSH HAMILTON



- We request you to follow the social distance guideline in all public areas.
- We will sanitize all damp and wet places regularly for your safety. To keep you protected, all fitness equipment's handle and seat cover will be disinfected after every use.
- We request drop to open parks for walks on safer side.

Elevators



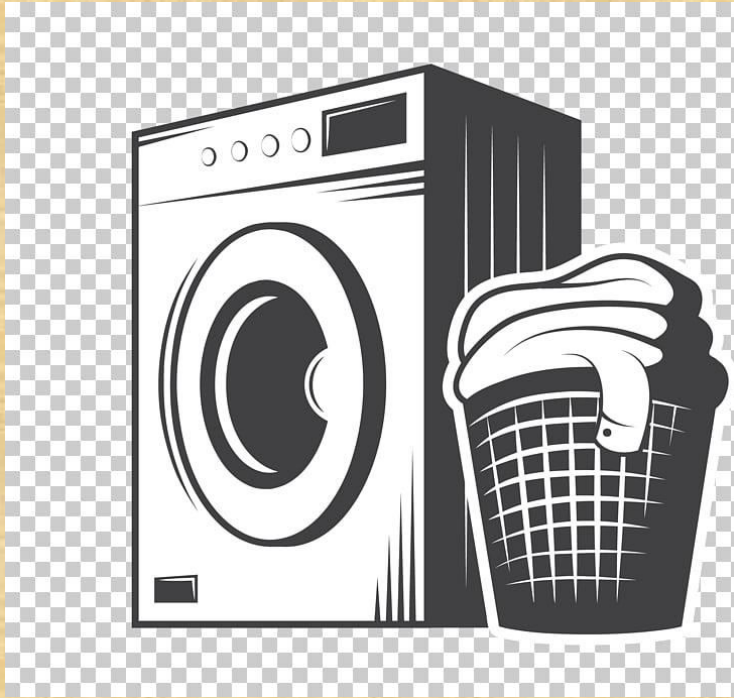
- Only 2 guests at a time will be encouraged to use the elevator, to maintain social distancing norms.
- Our housekeeping staff regularly sanitize all the elevator buttons & surfaces.

Housekeeping



- Will ensure all public areas are completely disinfected at regular intervals with internationally approved sanitizers.
- We focus on the key touch points in public areas like – taps, telephones, tabletops, door handles, lift buttons, light switches, public areas bathrooms, counter tops, water closet seats for disinfecting and steam cleaning protocols relentlessly.

Laundry - ADARSH HAMILTON



- Please hand over your laundry by dialing 2. Housekeeping associate will collect it outside the room.
- Once we complete your laundry, it will be handed over from outside the room.

Departure



- Kindly make use of the online payment facility available at the front desk.
- We will directly send the invoice to your mail, please make the most of this facility to spend less time at the front desk.
- We sanitize the room keys after every guest use.

Thank you