

ARRIVAL



Our travel desk cars will be thoroughly sanitized internally and externally prior to each guest transfer and will be equipped with sanitizing products for your use.

Chauffeurs will wear face masks, disposable gloves and face shields.

Security Guards shall disinfect guest or visitor's personal car tyres in the parking lot.



Doorman and managers will greet guests with folded hands (Namaste), 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 hotel. Guests running a temperature of more than 99°F will be met by a hotel official to provide medical assistance and advise further course of action.

Hotel umbrellas will be disinfected after each use.

Car keys will be sanitized when they are left with the doorman and when they are returned to guests.



Face masks will be mandatory and available for anyone who does not have one.

All guides / local agents will undergo temperature checks before entering the hotel.

All baggage will be sanitized on arrival with correctly formulated disinfectant.



Each guest will find in their rooms a Hand Sanitizer & Face Masks for their personal use.

Medical kits available at the Front Desk; will now also include disposable gloves, face masks and bio disposable garbage bags.

CHECK-IN AND CHECK-OUT EXPERIENCE



Guests arriving from restricted countries or regions will be required to share detailed information, as prescribed by the Ministry of Tourism's protocols, prior to arrival.

All information required for registration will be requested in advance to reduce the time spent upon arrival.



Check-out formalities with e-bills and online payments will be available on request.

Guests are requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for the check-out.

HOUSE KEEPING



There will be continuous cleaning and sanitization of all touch points in the lobby and other public areas such as counter tops, telephones, door handles, railings and lobby & guest corridor furniture.

Rugs will be cleaned and floors mopped with disinfectant solution every four hours.



Hand sanitizers will be available at all counters, common areas & guest rooms.

Signage will be present in the lobby for maintaining safe distances from staff and other guests.



Deep cleaning of rooms will be done with extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, refrigerator, WC flush handles, health faucets, vanity counters and floors.

Unused room linen and bath linen will also be sent to the laundry on departure.



Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen will be deep cleaned after each guest departure.



Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture and head board clad with fabric will be deep cleaned after every departure.

In occupied rooms all used glassware will be washed at high temperature above 80°C. All the glassware in the room will also be washed using the same process and only then placed in the room, prior to check-in.



Hand rail, staircase & staircase landing in fire exit areas will be cleaned every day.

RESTAURANT & BAR



Restaurant seating will be reconfigured to ensure safe distances.

Staff will wear disposable gloves, face masks and face shields. These will be changed upon returning from a break.

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.

Credit card machines will be sanitized before and after every use. Staff will sanitize hands before holding card machines or exchanging any currency.

Sanitizer/disinfectant wipes will be presented to the guest along with all bill folders.



Bartenders will wear and frequently change disposable gloves when working at bar counters.

Alcohol displayed bottles will be cleaned and sanitized on a frequent basis.

Chopping board will be sanitized in a food grade chlorine tank.



Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes, etc will be sanitized after every use or on a frequent basis.

IN-ROOM DINING & POOL SERVICE



Service staff will wear disposable gloves, face masks, face shields and carry hand sanitizers. Guests will be greeted with folded hands (Namaste), maintaining a safe distance.

Canned beverages will be opened by the server only after seeking guests' permission.



Poolside service menus will be sanitized before and after each use.

Lounger, umbrella stand and side table will be sanitized after each use.

KITCHEN



Kitchen staff will enter the kitchen in fresh uniform, hair nets, chef caps and aprons. On each occasion, they will wash their hands/sanitize prior to entering the kitchen.

Staff will wear face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed and hands washed after every task.



All staff movement will be clockwise to reduce cross traffic and maintain a safe distance.

All ladles and knives will be washed and sanitized after every use.

All surfaces and table tops will be cleaned with a sanitizing solution after every use.



All fruits and vegetables will be washed in 50 PPM chlorine before entering the hotel as well as the kitchen.

Grocery packets will be sprayed with 100 PPM chlorine or quarantined away from the main building. Meat & poultry will be washed and sanitized thoroughly.

FITNESS CENTRE



Hand sanitizers/disinfectant wipes and disposable masks will be placed in the fitness centre for guest's use.

All equipment including yoga mats will be sanitized after every guest's use.

Remotes will be sanitized after each guest's use.



All touch points, including door knobs, switch plates, thermostats, etc. will be sanitized after each guest's use.

SWIMMING POOL



Chlorine dosage will be monitored every 4 hour & maintained at 0.8 – 1 PPM.

Hand rails will be disinfected after each guest's use.

Pool towels will be changed and pool loungers will be sanitized after each guest's use.



Pool furniture will be arranged to ensure that a safe distance is maintained between each.

LAUNDRY



Laundry staff will wear face masks and disposable gloves.

All laundry hangers, laundry bags, wicker baskets and basket liners will be sanitized before and after laundry delivery.



Separate canvas bags will be used to transport soiled and fresh linen from guest rooms to housekeeping and laundry to avoid cross contamination.

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ALSISAR HOTELS

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