

Namaste.

Welcome back to Peerless Resort, Mukutmanipur.

We trust, you and your family are keeping well. The pandemic has been very tough for us. Our industry has been equally affected by its impact, but that has not stopped us from thinking about your well being.

Kaizen Hotels, for more than 25 years has devoted themselves in the service of hospitality, by providing highly personalised services. Guided by the mantra, we have taken few precautionary measures keeping your well being in mind.

Your safety and the safety of our team members are our highest priority. Keeping this in mind, we have activated a dedicated crisis support team within the hotel with essential preparatory and preventive measures.

We wish you a safe stay with us.

Thank you for choosing Peerless.

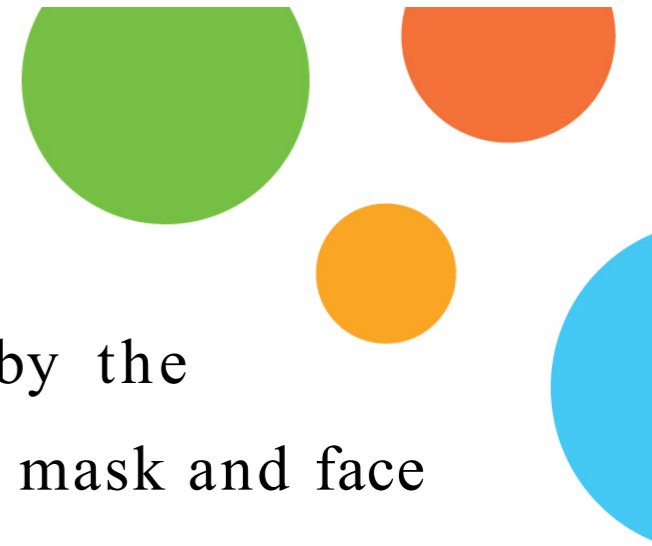


## GUEST CHECK-IN EXPERIENCE

- At the time to check in, our trained staff will check your body temperature using an infra-ray thermometer and help you sanitise your hand,
- Our concierge will assist you, in sanitising your luggage and place it near the reception area,
- At the reception counter, contactless checkin process will take place for your reservation,
- We have introduced E-Bill and E-Newspaper. So, our reservation team will request you to share with us your e-signature, e-mail id & whats app number along with your preferred newspaper, so that we can provide you with one, during your stay with us. We assure you that your data will be secured with us.”



# ROOM STAY EXPERIENCE



- Each of our rooms will go through high levels of sanitisation, by the housekeeping department using human friendly disinfectants, gloves, mask and face visor,
- All washrooms are well equipped with liquid soap dispenser(s) or packed soap bars,
- Room linen will be changed once in two days or as requested by guest,
- Freshly prepared bleach solution (1% sodium hypochlorite) or phenol disinfectants will be used to clean washbasin, furniture, and toilets,
- Face masks and gloves will be available on request for the guests.



# SAFE DINNING EXPERIENCE

- Hygiene and sanitisation are our top priority,
- Our restaurant staff will wear a 3 ply mask and hair net at all times,
- Table and seating arrangement will follow Social Distancing norms,
- Government approved sanitising agents used to clean vegetables, meat and all other materials,
- All our kitchen supplies will be fully sanitised before entering the stores and refrigerators.
- For breakfast, we have considered serving packaged “grab-and-go” meals, or you can order it the night before to have it delivered hot to the room.
- Our room dining is well equipped to serve you hot and healthy food throughout the day.



# SOCIAL DISTANCE & HYGIENE STANDARD

- We have provided hand sanitiser dispensers throughout the hotel, particularly in high-traffic areas such as a restaurant or meeting rooms,
- We have created social distance markers in our public areas to control check-in lines and general crowding,
- All public areas; reception, restaurant, lobby and in lounge seating arrangements has been realigned to maintain appropriate distance between each guests,
- We have introduced contactless check-in to reduce face-to-face interaction between staff and guests.
- For in room dinning, service requests, we are proving you the option for contactless delivery, where items will be left outside the door.



# INDOOR SANITISATION STANDARD

- Temperature check of all guests are done at the entry point. Any guests with a temperature above 99.1°F will be refused admission and will be advised to report to the closest medical facility,
- Sanitisation of common areas (reception, game room) will be done at every 6 hours with phenolic disinfectant,
- Record of all guests who will be visiting our property will be maintained as per Government guidelines.
- Where the use of bleach is not suitable (metallic surfaces like door handles, security locks, keys, etc.), solutions with at least 70% alcohol will be used to wipe down such surfaces.



## OUR CLEANLINESS STANDARDS

- All hard surfaces (e.g. floors, desks, countertops, tables) are cleaned with standard disinfectant, bleach solution containing at least 70% alcohol.
- All soft or porous surfaces (e.g. carpets, rugs, drapes) are cleaned with appropriate cleaning products.
- Regularly wiping and disinfecting are done for high-touch areas such as door handles, light switches, in-room tablets, safes, coffee machines, minibar refrigerators and TV remotes.
- All bed linens and towels are washed frequently with disinfecting laundry detergent.



# MONITORING GUESTS WHO ARE ILL

- While observing regulations in relation to the protection of personal data and the right to privacy, we will monitor potentially ill guests if any,
- Reception staff will note all relevant incidents that come to their knowledge using a questionnaire, such as requests for doctor's visits.
- This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities. Information will stay discrete.

