

WE ARE OPEN

We would like to welcome you back

We do sincerely hope that you and your loved ones are safe & healthy during the trying times of pandemic.

We are closely monitoring updates from the Central & State Governments & local health departments regarding the novel coronavirus (COVID-19) and adhering to guidelines issued by these agencies.

We would like to take this opportunity to share with you, how we have used this time to implement detailed measures to prepare ourselves to welcome you.

Safety & Hygiene Measures taken to Welcome you back.

The safety and wellbeing of our guests and staff is our highest priority. We have geared up & are COVID Compliant as per Norms so that you can have a great holiday with your loved ones once again.

Precautionary measures have been put in place to ensure your safety & comfort;

- We have displayed public advisories at key locations of the resort for the guests.
- Ours & guest's cars are disinfected after each use, as is luggage, before entering the resort.
- All resort staff, service partners & guests have been instructed to

implement measures to minimise risk of transmission as per WHO safety & hygiene guidelines. As a precaution, our resort has carried out additional hygiene procedures & advised our staff & service partners to regularly wash their hands, gargle and use hand sanitizer.

- All resort's supplies and materials are sanitised before being admitted into the resort's premises.
- All resort staff get their temperatures checked before coming to work. (If anyone has a fever of 37.5°C or higher, he/she contacts a medical institution, receives their instructions, and remains home until he/she has fully recovered.)
- A guest check-in self-declaration form is in place which covers COVID-19 symptoms. Any guest who indicates these symptoms will be redirected to the nearest medical facility.
- Upon guest's arrival their temperatures will be checked before check In & guests with high temperature will be redirected to the nearest medical facility.
- Gloves, masks & hand sanitizers will be made available for the guests.
- All staff members in close proximity to guests, who engage with others in small spaces and who work in the hotel's back office must wear masks & gloves at all times. Housekeeping staff use fresh gloves for every room

they service.

- Professionally identified chemicals are being used to disinfect the hotel entrances, employee entrances, as well as various public areas.
- In addition to regular cleaning, all touch points in public areas like door handles, counter tops, table tops, railings, etc. are cleaned continuously using a sanitiser/ disinfectant.
- Hand sanitizer has been made available throughout the Resort. Please use it to disinfect your hands.
- Restaurants seating arrangements have been reconfigured to ensure safe distances are maintained between guests.
- Doctor on call is available 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 any guest or a colleague needs to be quarantined.
- Protocols are in place for staff in the kitchens, restaurant, Café, in-room dining, banquet hall to sanitise their hands every time they serve food or touch food related items.
- For at least until the situation is contained, please try to avoid handshakes with anyone.

- From May 2020 Resort serves only vegetarian meals with an exception of eggs.

Flexible Cancellation Policy:

- Reservation cancelled 24 hours (1 day) prior to the planned date of arrival will be given full refund.
- Reservations cancelled within 24 hours (1 day) of the arrival date will incur a cancellation fee equivalent to one night's accommodation charge.

As per the current Government guidelines:

- The guest can travel to Himachal Pradesh & now enjoy their stay from One Night onwards
- A Self-declaration form must be filled by all the travellers.
- Guests are also advised to use Aarogya Setu app while travelling.

Thank you for your understanding and cooperation.
