



We are prepared to welcome you, as you travel again!

As the world adjusts to new travel norms and expectations, we're enhancing the experience for our guests by redefining cleanliness and supporting wellbeing throughout their stay.

Our team at The Metroplace Hotels has implemented deep cleaning with hospital-grade disinfectants, and has further executed the precautionary hygiene measures across all our divisions based on the instructions received from the Ministry of Health & Family Welfare on the guidelines for COVID-19 virus prevention. Going forward, guests can expect to see evolved procedures in every area of the hotel, which may include:

General :

- Training all our associates on the protocol for personal hygiene as prescribed by the Govt of India.
- Measuring of body temperature off all our associates and vendors using non-invasive laser thermometers.
- Social distancing operating procedures and signage
- Guidance on the use of protective equipment as necessary by hotel staff
- Regular washing of hands.
 - (i) All staff must wash their hands regularly (every hourly at least) to reduce the risk of contracting virus.
 - (ii) Staff to wash their hands thoroughly before and after meeting with guests, and before and after each meal. They are also to be advised to avoid contact of their hands with their eyes, nose and mouth.

- (iii) Use warm water when washing of hands with soap, preferably 41 degree Celsius.
- (iv) Hand washing posters to be put up in appropriate areas
- Any staff who is unwell and down with fever or flu symptoms must see a doctor immediately. Unwell staff is not allowed to return to work without clearance by the doctor.
- Cleaning and disinfecting frequency of back-of-the-house areas, staff canteen, staff lockers and staff changing rooms.

Front Office :

- Reduced contact at check-in
- Guests are requested to mail their id proof upon confirmation of reservation.
- Compulsory temperature screening of guests
- Guest luggage will be sanitized upon arrival
- All guests to complete a Health Declaration Form to declare their state of health, whether they have come into contact with any person suspected of the Covid-19/ corona virus; and their past travel patterns of the last 14 days.
- Floor markers for maintaining social distancing.
- A note of the measures taken by our hotel will be informed to the guest.
- Sanitized key-cards will be provided.
- Guests are requested to inform the Front Desk or Manager on Duty if they feel unwell and to seek immediate medical help.
- Paperless check-out and cashless transaction will be available.
- The invoices will be mailed to you upon check-out.

Guest Room :

- Visible verification of sanitized items (e.g. glassware, remote control),
- Reduction of in-room furnishings/high-touch items.
- Use of protective gloves and face masks by housekeeping staff when cleaning the rooms and sorting guest linen.
- Thorough cleaning and disinfection of the air conditioning system to reduce possibility of cross infection of viruses.
- Use of QR Code Menu for In-Room Dining.
- New laundry protocols.

Food & Beverage Outlets & Kitchen:

- Use of protective or disposable gloves and face masks by the kitchen staff when they are handling food preparation.
- The gloves and masks should be changed frequently.
- F&B staff should also wear gloves when they are sorting napkins, handling cutlery & crockery.

- High standard of personal grooming and hygiene will be practiced at all times.
- Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent washing of the floor, walls, table tops, preparation tables, all surfaces of workstations and restaurant furniture
- In restaurants, wipe down and sanitize the tables, chairs and menu stands regularly.
- Digital & QR Menus will be in place to provide contactless dining.
- New standards and service approach to room-service and delivery.

Public Spaces & Facilities:

- Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of public or common areas – such as the corridors, guest lifts, call buttons, railings, door knobs, telephones, toilets etc.
- All public areas will be sanitized every 2 hours, on a daily basis
- Last cleaned charts to be placed
- Floor Markers for social distancing.
- Increased access to alcohol-based hand sanitizers at prominent locations.

We are committed to high levels of cleanliness . If this isn't what you find when you check-in, then we promise to make it right.

Your Safety is Our Priority.

For more information & details : Front Office Manager – 8754450839 / Duty Manager - 8754423144