

WELCOME TO

SANGAM HOTELS

www.sangamhotels.com



It's great to have you with us and it's our utmost priority to keep you safe while you are here.

In the wake of COVID 19 spread, we wish to ensure that your stay with us is safe and that you experience the signature Sangam hospitality. While we strive to do so, we follow a few measures from our end and urge you to follow the same.

These are as laid by WHO, MHA & local authorities in the best interest of you, our staff and other guests at the hotel. Our hospitality crew is updated every day on the developments & protocols so we are all set to welcome you any day, any time. We are fully equipped and ready to be of assistance of any nature at all points of time during your stay with us.

Please go through a few steps, procedures & protocols to follow while you are with us! We wish you a pleasant & safe stay!



GENERAL PROCEDURES & PROTOCOLS

IT'S A SAFE HOUSE!

A 24-hour team is in place to assist in case of COVID related emergencies. Call Reception Health Desk (9) for more details & queries.

All our hotels have increased the frequency of sanitizing public access areas, and your rooms, including lobby, elevators rest rooms and any point-of-contact area for guests.

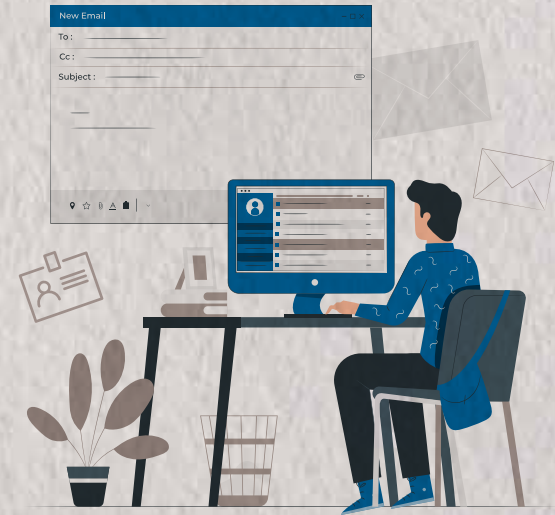
We use high quality of sanitizing products beyond the regular recommendation. In compliance with Food & Safety requirements, we have placed extra vigil on the preparation, sourcing & cooking processes.



PRE-ARRIVAL

SAFETY STARTS AT HOME.

All set to stay with us? Here's your first step. For a quicker and safe check-in please send us your Government approved ID proof by email before the arrival date. This would help us in a smooth contact-free check in for you.



GUEST TRANSPORT

FASTEN YOUR SEAT BELTS!

For you to follow

If you need the driver's assistance, do let him know and he will do so after sanitizing your baggage/purse etc.

Wear your mask at all times, even while inside the car. If you don't have one, please ask the driver and he will provide you with a fresh one.

Please sit at a safe distance in the back seat of the car to maintain social distancing. Make sure that there are not more than two people seated in the back.

Sangam measures

Our cars are sanitized & disinfected after every trip and we use disinfectants that are approved by the authorities.

To keep you safe, the drivers will wear mask and gloves at all times as part of their uniform. Our drivers have been advised to keep conversations to a minimum to reduce contact.



ARRIVAL AT THE HOTEL

STEP ONE. STEP RIGHT IN.

For you to follow

At the entrance, please allow our Associate to record your temperature with a contact-free forehead thermometer. This is not only mandatory but also for your safety.

Wear a standard face mask at all times when in the hotel. This is mandatory & safe.

Sangam measures

In order to ensure that you are completely protected your luggage will be disinfected again at a separate station, before checking you in to your room.



CHECK IN

ENTER AT NO RISK

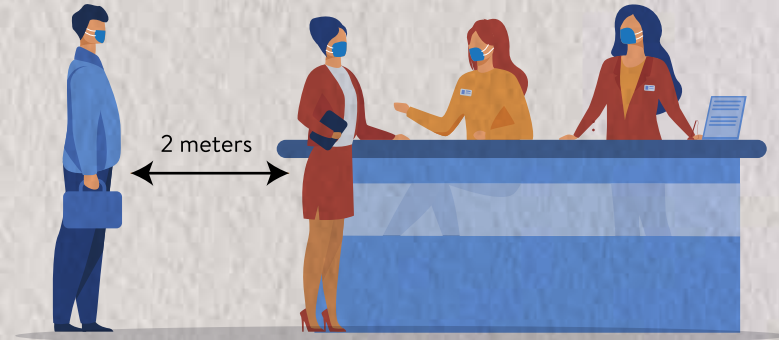
For you to follow

We request you to observe the floor markings to maintain social distance while waiting at the front desk. We promise you, it won't be long!

Keep cash transactions to a minimum. Make use of online payment facilities available at the front desk.

Please maintain 2 meters (6 feet) distance from others, to reduce the risk of spreading.

We sanitize the room keys after every guest use.



GUEST ROOMS

ROOM SWEET ROOM

For you to follow

Please discard used toiletries in the dustbin. Leave your linen on the floor in case you want them washed.

Do not venture out of your room unnecessarily & do not contact guests in other rooms. Keep the doors closed at all times.

Sangam measures

All our hotels have increased the frequency of sanitizing public access areas and your rooms including lobby, elevators, rest rooms and any point-of-contact area for guests.

All touch points such as switches, handles, remote controls, mini bars and kettles, air-conditioning control panels, bathroom handle, telephones, safes, toilets, bedside tables and desks are sanitized thoroughly.

In case you need personal protective equipment, arrangement to purchase can be made by contacting the reception help desk.



ALL DAY DINING RESTAURANT

DINE JUST FINE.

For you to follow

To avoid crowding and an unpleasant wait, we request you contact the restaurant for the availability of a table or have the food delivered to your room.

Before entering the restaurant, please use the sanitization station placed at the entrance.

To keep your dining experience uninterrupted, you can now find our restaurant menus by scanning the QR code placed on the table.

Sangam measures

All tables are placed apart to comply with social distancing norms.

All tables are sanitized before & after every use.

Disposable paper napkins are provided at all our restaurants and the service gear such as cutlery, crockery, etc., are thoroughly sanitized.

We are offering table d'hôte-fixed menu for breakfast, lunch and dinner. In case you have other choices, our Chefs will be delighted to prepare your order and it will be served at the table.



BAR

IN THE SPIRIT OF SAFETY

Sangam measures

All tables are placed apart to comply with social distancing norms.

All tables are sanitized before & after every use.

Disposable paper napkins are provided at all our outlets and the service gear such as glassware, cutlery, crockery, etc., are thoroughly sanitized.

Our staff will maintain a minimum two feet distance while taking order and serving to maintain social distance.



IN ROOM DINING

DINE IN. DINE SAFE.

Sangam measures

All in-room orders will be handed over at your doorstep only.

Our Associates have been briefed not to enter the room unless you specifically want the food to be served inside while at the same time maintaining a safe distance.

Please bear with us if it takes longer than usual for your orders to reach the room as we have strict protocols to be followed for every room delivery.

For you to follow

On completion of your meal, we request you to place the tray outside your room.

Please Dial 6 to have the food trays cleared.



LAUNDRY SERVICE

WASH AWAY YOUR SAFETY WORRIES

For you to follow

For delivery of the laundry on the same day, you are requested to fill the laundry sheet before 10.30 am and it will be delivered by 7.30 pm.

Please place the laundry basket outside your room and call Housekeeping (511) for collection.

Sangam measures

Our laundry baskets are thoroughly sanitized before processing the laundry.

The processed laundry will be placed outside the room and you will be kept informed by the Housekeeping.



HOUSEKEEPING

PUBLIC AREAS: A TOUCH OF SAFETY

Sangam measures

Every space is thoroughly disinfected at regular intervals with approved cleaning agents.

Wall-mounted sanitizers are placed at various checkpoints.

The social distancing norms are followed in every public space of the hotel. The reception is marked with the distance to be maintained, while elevators are marked with directions so that guests do not face one another in this confined space.



DEPARTURE

SEE YOU SOON!

For you to follow

We request you to observe the floor markings to maintain social distance while waiting at the front desk.

Keep cash transactions to a minimum. Make use of online payment facilities available.

Sangam measures

Your invoice would be sent to you via Email.

A link for your feedback will be sent to your registered Email after departure. We urge you to provide your valuable suggestions on the experience to make your next stay even more pleasurable.

