

# IKOSAFE

## OUR COMMITMENT TO CLEAN TO TRAVEL WITH CONFIDENCE

### COMMON GUEST AREAS

- Fogging machine with hospital grade disinfectant will be used for continuous cleaning and sanitisation of all guest's frequented areas.
- Hand sanitizers will be placed at the entrance, front desk, and other guest frequented areas for your convenience.
- All baggage entering the hotel premises on arrival, will be disinfected/sanitised with the fogging machine using a correctly formulated hospital grade disinfectant.
- On entering the hotel premises, temperature check of every guest and associate is done using the hand held thermal scanner.

### SOCIAL DISTANCING MEASURES AND CONTACTLESS EXPERIENCE

- Signages reminding guests to follow protocols of social distancing and wearing masks are put up in all essential areas.
- Staff members will wear PPE (e.g., face coverings, gloves, etc.) based on the activities they are performing and based on direction by the local authorities.
- All visitors, guests and employees entering the building undergo a temperature check. Guests are advised to wear personal face coverings.
- To ensure providing a safer environment for our guests and associates, 100% of our eligible staff have received at least one dose of the vaccine.
- We have increased the frequency of cleaning and disinfection, particularly in areas with high traffic including lobby, restrooms and elevators and have provided more hand sanitizing stations.
- As part of another safety measure, we have access-controlled system installed so that only room guests with the prescribed key card will be able to access the guest floor. The prescribed key card is programmed to access only the assigned room and floor, which needs to be just shown to the detector inside the elevator, to gain access to avoid pressing of the floor button in the elevator.

### CHECK IN / CHECK OUT

- To ensure maximum contact less check in and check out, all vital information will be taken from guests' prior arrival.
- Guests will be requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for a speedy check-out.

The following 3-stage procedure is followed diligently for **Guest Room**

**Stage 1:** Post fogging the entire room, the room is left untouched for a minimum of 24 hrs, after which, wearing the first set of surgical gloves, complete linen stripping including clearing of trash is done.

**Stage 2:** After putting on the second set of surgical gloves, the houseman does the following: High- and low-level dusting of the entire room, vacuuming of the sofas, mattress, curtains and floor, and thorough cleaning of the washroom is done with differently coloured and assigned microfibre cloth, using prescribed hospital grade disinfectant chemical. To ensure the room is absolutely germ free, steam cleaning of the room, toilet, sanitaryware and toilet fixtures is scrupulously done.

**Stage 3:** After putting on the third set of surgical gloves, sanitization of all the high touch points, bed making, all supplies placing and thorough mopping of the entire room floor using hospital grade disinfectant is done.

- Finally, the in-charge concerned will once again sanitize all high touch points (using fresh microfibre cloth) before sealing off the room with the IKOSAFE sticker.

**Room Amenities:** Amenities like dental kit, shaving kit, shower cap etc. are made available only on request as a precautionary measure.

### IN ROOM DINING

- All guest orders to rooms will be taken in the assigned trays/trolleys, which will be thoroughly cleaned and disinfected after every usage including the used cutlery and crockery.
- All dishes will be covered with a cloche/wrapped.

### GYMNASIUM

- Hand sanitisers, disinfectant wipes will be placed in the Gym for guests' use.
- All equipment in the Gym, TV/Music System remotes will be sanitised frequently.

### LAUNDRY

- Sanitized laundry hangers and fresh laundry bags will be used while picking up and delivering laundry.
- Separate trolleys for separate linen will be used to transport linen (soil and fresh) from guest rooms to laundry and vice versa to avoid cross contamination.

We at IKON assure you the "commitment to clean" and "travel with confidence" since we strongly believe in our principles, "Atithi Devo Bhava" and "Guest comes First."

Responsibility for Safe Behaviour: The guest shall at all times indulge in responsible behaviour and activity consistent with norms advised by health authorities. The Hotel enabling your "Travel with Confidence", only means that it takes all reasonable precautions and follows health and safety standards. The same does not dispense with the need for your responsible behaviour nor will the Hotel be liable if any guest should contract any infection in spite of reasonable efforts of the Hotel.