



## **ANNSUN HOTELS COVID-19 GUEST SAFETY GUIDELINES**

*We at ANNSUN, have taken all possible measures in light of the COVID-19 virus to keep your stay normal and charming as before. Here is a look at all the measures we have taken in each and every part of the hotel to ensure you remain safe.*

- For a quick and safe check-in, we would request you to please send us your Government approved ID proof by email before the arrival
- All common areas, staircases, lifts, door handles are disinfected at regular intervals.
- Temperature check of all guests is mandatory before entering the hotel premises.
- Kindly wear a face mask at all times when in the hotel.
- Guests can approach the front desk of any requirements like masks or hand sanitisers, at special rates.
- We urge you to follow the floor markings to maintain social distance in the hotel.
- Kindly fill in self-declaration forms upon arrival. This will help us identify people who visited Red Zones in the last 14 days.
- As far as possible please make use of the online payment facility available at the front desk for a hassle-free contactless payment.
- All the frequently touched surfaces in the room are sanitised by our trained housekeeping team as a special protocol and are safe to touch. The surfaces sanitized include door handles, TV remotes, chair handles, telephones, bathroom handles, shower handles, toilet seat covers, health faucet and wash basin tap and other surfaces in the room.
- Solutions used for cleaning will include
  - 1% sodium hypochlorite used for rooms
  - Phenolic Disinfectant for all common areas in every 6 hours.
  - 70% Alcohol Solution on all metallic surfaces. (door handles, keys, security locks, knobs)
- Room linen will be changed once in two days only.
- Only a single one-time-use bath amenity will be available in the bathroom.
- To ensure your dining experience,
  - Social distancing at our restaurant, tables will be separated by a minimum distance of 3 meters from each other.
  - All cutleries are washed in high temperature and sanitised.
  - All in-room orders will be handed over at entrance of each room. We have also advised our staff not to enter any room unless the guest specifically wants the food to be delivered inside, even then they have been told to maintain social distancing.
- To ensure we deliver your clothes on the same day, our laundry service will be available at 9:00 am. Once we complete your laundry, it will be kept outside the room and you will be informed.
- All our staffs are screened twice daily for any signs and symptoms.
- Round the clock Doctors are available on call. If you feel you have any of the symptoms, please feel free to get in touch.

We ensure your safe stay!